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ABSTRACT

This study of the Florida Library Information Network (FLIN) interlibrary loan patterns and problems consisted of five primary activities: (1) a literature search; (2) an examination of statewide interlibrary loan (ILL) network models through a survey of all the state libraries and on-site visits to four of them; (3) an examination of ILL patterns in Florida libraries and identification of specific problems with FLIN through a survey of 530 FLIN users; (4) a workshop to obtain feedback from the 14 FLIN resource libraries; and (5) data analyses and recommendations based on the findings. Information elicited from FLIN users included staffing, delivery systems, cooperative endeavors, ILL statistics, request time, use of the OCLC Interlibrary Loan System, charges, suggestions for cost savings, performance of FLIN, strengths and weakness of FLIN, and suggestions for improvement of the system, as well as ILL personnel salaries and annual expenditures for ILL operations. The larger portion of the report is concerned with the methodology of this survey and analyses of the data obtained. An annotated bibliography of 20 references is provided, and copies of the two questionnaires for FLIN users are appended, together with raw data. (RAA)

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FLORIDA INTERLIBRARY LOAN IMPROVEMENT PROJECT

FINAL REPORT

Prepared for

Florida Department of State
George Firestone
Secretary of State

Florida State Library
Tallahassee, Florida

by

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)"

IR009243

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ABSTRACT

The purpose of the Florida Interlibrary Loan Improvement Project was to examine and analyze the interlibrary loan patterns and problems in the Florida Library Information Network and to make recommendations for improvements. The project was composed of five primary activities: literature search, examination of statewide interlibrary loan network models, a survey of the 530 users of the Florida Library Information Network, resource libraries' meeting, and analysis and recommendations based upon the findings of the project.

A survey of the users of the Florida Library Information Network was conducted in order to obtain information on interlibrary loan among Florida libraries. The survey queried librarians about interlibrary loan staffing patterns, borrowing and lending statistics, the use of interlibrary loan tools, cooperative ventures, interlibrary loan budgets, and network performance. A copy of the survey with complete raw scores is appended to the report.

Project recommendations include appointment of a FLIN Advisory Committee, trial use of the OCLC Interlibrary Loan Subsystem, a public relations program, future communications networks, and updating and upgrading of the Florida Union List of Serials.

I. INTRODUCTION

Florida's network for interlibrary loan, the Florida Library Information Network/FLIN, was launched in 1968. At that time the State Library of Florida was linked to the Jacksonville Public Library and the Miami Public Library by teletype. In 1970, Orlando Public Library and Tampa Public Library were added to the circuit, for a total of four resource centers. Simultaneously, all of the state universities and one independent university, the University of Miami, were added to the network.[1] Two state universities opened in 1972 and these libraries were immediately added to the network. Thus the total network now includes the State Library of Florida, the four public libraries of Jacksonville, Miami, Orlando and Tampa, the nine State University System libraries, and one independent university library.[2] These libraries are considered the FLIN member libraries,[3] and all other libraries in the state which use FLIN are considered participants or FLIN users. FLIN participants represent all types of libraries: academic, public, school, and special.

FLIN is a centralized statewide interlibrary loan cooperative network. The present policy is that interlibrary loan requests from all FLIN participants must go directly to the State Library of Florida. If the State Library cannot supply the materials,

the request is forwarded to one or more of the four resource center public libraries. If the resource center libraries cannot supply the material, the State Library may refer requests to one or more of the 10 libraries in the academic network. If the material is not available from one of these, the State Library may attempt to obtain it from out of state.[4]

FOOTNOTES

[1]Ronald A. Kanen, "Networks for Sharing Information," Florida Libraries 29 (September-October 1979):17-18.

[2]Ronald A. Kanen, "Interlibrary Loan Network and Resource Center Survey," ASLA President's Newsletter 5 (May 1975):4-8.

[3]The current FLIN public library members are: Jacksonville Public Library; Miami-Dade Public Library System; Orlando Public Library; and Tampa-Hillsborough County Public Library System. The FLIN university library members are: Florida Agricultural and Mechanical University Library; Florida Atlantic University Library; Florida International University Library; Florida State University Library; University of Central Florida Library; University of Florida Library; University of North Florida Library; University of South Florida Library; University of West Florida Library; and University of Miami Library.

[4]Florida, Department of State, State Library of Florida, Interlibrary Loan Manual for the Florida Library Information Network, 1979 (Tallahassee, FL, 1979), p. 1.

II. PURPOSE OF THE PROJECT

Now that FLIN has been operational for almost 12 years, it is appropriate to examine the network thoroughly.

The purpose of the Florida Interlibrary Loan Improvement Project/FILIP is to examine and analyze the interlibrary loan patterns and problems in Florida libraries, particularly as they relate to FLIN, and to make recommendations for improvements.

FILIP is funded by a grant from Library Services and Construction Act funds and is administered through the Division of Library Services, Department of State, State Library of Florida. FILIP consists of a Director and a Project Advisory Committee. The Project Advisory Committee is composed of 10 members and five ex-officio members and acts in an advisory capacity throughout the term of the project. The term of the project is January 1-August 14, 1980.

FLIN statistics indicate that in 1971-72, 83% of the interlibrary loan requests were filled. In calendar year 1979 the fill rate was only 71%. Why is the network fill rate so low, even though the interlibrary loan location and verification tools are now quite sophisticated? Is the network cumbersome? Are users satisfied with the performance of the network? FILIP analysis of the network through this project will provide a range of answers for these questions.

Two major State Library of Florida internal reports are of particular significance to the present project.[1, 2] The "Florida Network Analysis" was conducted as part of a continual analysis of the statewide interlibrary loan network. The study was conducted during the five week period of October 13-November 20, 1975, and was concerned with the 5,758 title requests which were completed during that period. This study reported a network fill rate of 79%. The "Florida Network Analysis" also reflects a great deal of optimism for the future, primarily because of the advent of Florida COMCAT[3] and OCLC[4] as location and verification tools. The report concludes that "SOLINET/OCLC should enable us to have a higher rate of supplied requests."[5] However, these two tools have not been used to full advantage in Florida, as will be illustrated in this report.

"Redesigning the Florida Interlibrary Loan Network" is a very thorough plan for the geographical decentralization of FLIN based upon population. The reason for decentralization is simple: "With these three tools available [Florida COMCAT, FULS, and OCLC], the interlibrary loan network no longer needs to follow its former procedures. Materials can now be located in the network libraries, and the broadcast approach is no longer efficient."[6]

FOOTNOTES

[1][Ronald A. Kanen], "Florida Network Analysis," 1975 .

[2][Ronald A. Kanen], "Redesigning the Florida Interlibrary Loan Network," [1975].

[3]Florida COMCAT is the Florida Computer Output Microfilm Catalog. It is a microfiche catalog which contains many of the card catalog holdings of major Florida libraries.

[4]OCLC is OCLC Inc. (formerly the Ohio-College Library Center), an on-line bibliographic network which provides many computerized services for libraries.

[5][Kanen], "Florida Network Analysis," p. 8.

[6][Kanen], "Redesigning the Florida Interlibrary Loan Network," p. 2.

III. ACTIVITIES OF THE PROJECT

Five primary activities comprised the project:

A. Literature Search

A thorough literature search, both on-line and manual, was conducted. It reveals a useful body of knowledge on library networking and the accomplishments of other statewide networks. Additionally, information obtained through the literature search provides a framework for the entire FILIP study.

B. Statewide Interlibrary Loan Network Models

Information regarding other statewide interlibrary loan networks as models was obtained through a survey administered to all the state libraries in the United States and by on-site visits to state libraries in four selected states. Information obtained from other states is discussed in Chapter IV.

C. FLIN Resource Libraries Meeting

A workshop for the 14 FLIN resource libraries was held on July 25, 1980. Suggestions received from the resource libraries at this meeting are considered in the presentation of final FILIP recommendations.

D. Survey

A survey of the 530 FLIN users was conducted in order to examine interlibrary loan patterns in Florida libraries and to identify specific problems with FLIN. Results of this survey are discussed in Chapter V.

E. Analysis and Recommendations

Data collected from these activities is thoroughly examined. This report summarizes and analyzes all data and final recommendations are presented in Chapter VII.

IV. STATEWIDE NETWORKS AS MODELS

A. Survey

It was decided that a great deal of information could be derived from the experiences of other statewide interlibrary loan networks. Each of the 50 state library agencies was queried regarding its role as an interlibrary loan referral center, its use of regional referral centers for interlibrary loan referrals, funding for these centers, use of the state library agency collection, use of the OCLC Interlibrary Loan Subsystem, and use of communication networks.

Responses were tabulated from 47 respondents, which resulted in a 94% response rate . A few states, such as Maryland, completed the survey, but indicated that "none of this is done by the State Library." (In Maryland, that function is performed by the Maryland State Department of Education.) It is understood that while the majority of states do have a state library per se, the remainder have other agencies which perform approximately the same functions. For ease of reference, both types are referred to as the state library or state library agency, or simply the library.

Note that most responses do not total 100%. A few libraries indicated throughout that it was difficult or impossible to

provide simple yes or no answers. Most attempted to do this, and added explanatory notes where appropriate. If a library responded both yes and no to a question, no answer was tabulated. In a few instances, libraries did not respond at all. For these reasons, most of the responses do not total 100%.

Thirty-two percent (15) of the libraries indicated that they act as switching centers, with all interlibrary loan requests being sent first to the state library. The majority of the libraries (62%, or 29) reported that their states have regional referral centers for interlibrary loan, with all requests being sent first to a regional center.

A few states indicated that they act as switching centers only for a particular segment of the libraries within the state. The Oregon State Library, for example, is a switching center for public and school libraries, and most special libraries. Academic libraries with larger collections may bypass the state library and request directly. The same is true in Florida. New Mexico State Library reported that it is a switching center for referral of requests from public libraries only. The State Library of Kansas acts as a switching center except when a location is known by using the state microform catalog; libraries then request directly from the known location. New Jersey, Maine, and Rhode Island indicated that the state library functions equally as one of the resource centers in the state. Oklahoma does have regional referral centers, but requests are sent directly to the state library if it is a known location. The state library agency in

Wisconsin functions as a switching center for referrals for the 10% of the libraries in areas not yet in a public library system. The remaining 90% of the libraries in the state are in public library systems and send requests to a regional referral center first. The state library agency in West Virginia does not generally act as the first referral center, but does offer the service for those libraries who do not wish to request directly.

Ninety percent (26) of the 29 state libraries which have regional referral centers are funded by either state or federal funds. A number of the libraries either failed to indicate the funding source because it is not broken out of the general budget, or reported that once again, it is "not a simple answer" (California). Responses which included funds for purposes in addition to regional referral centers, such as for continuing education and cooperative services, were not tabulated. Some of the libraries, like New Jersey, reported that the amount varies with the funding available, and that a formula is applied by type of library. Others, such as Kansas, reported that although referral centers are not specifically funded, grants may be used for this purpose. Illinois did not report a total funding figure for referral centers, but indicated that sixty cents per search and $4.60 per filled request, up to the limit available, is allotted with state funds. Montana's source of finding is quite unique; state aid is derived from severance tax funds and the annual amount depends upon the amount of coal mined. Fourteen libraries reported exact figures for annual funding, ranging from

$20,000 per year for Connecticut to $760,671 per year for Texas. The grand mean or overall average for funding of regional referral centers is $258,143.21. See Table 1.

The majority of the state library agencies (81%, or 38) reported that they have collections from which materials are loaned before unanswered or unfilled requests are referred to another source. Fifteen percent (11) of the state library agencies do not have such collections or do not utilize their collections in this manner.

Most of the state library agencies (71%, or 34) are not utilizing the OCLC Interlibrary Loan Subsystem for referral requests. Some of the libraries indicate that they are using it for their own patrons' requests (as Florida is), or that many of the libraries in the state are using it. Kentucky, like other state library agencies, is "considering the feasibility of utilizing the OCLC Interlibrary Loan Subsystem for our interlibrary loan network." In Virginia, the subsidy of the present TWX network is "under study in light of OCLC."

Although only 28% (13) of the state libraries are using the Subsystem for referral of requests, a few states, such as Florida, Missouri, New Jersey, Pennsylvania, Rhode Island, and South Carolina, indicated that they are willing to provide location information obtained from OCLC.

Various types of communication systems are in use throughout the country. Predictably, many libraries are using a teletype and/or TWX system. Teletype is the most prevalent, with

TABLE I

FUNDING OF INTERLIBRARY LOAN REGIONAL REFERRAL CENTERS

	STATE FUNDS	FEDERAL FUNDS	NOT DESIGNATED STATE OR FEDERAL FUNDS
AK		$ 35,000	
AL		136,250	
CT	$ 20,000		
IA		100,959	
KY			$ 51,500
LA		215,000	
MD	600,000		
ME	100,000		
NE	71,000	71,000	
NV		200,000*	
NY			500,000
OK			352,625
PA	400,000		
TX		760,671	
Mean	$238,200	$216,982.86	$301,375

GRAND MEAN FOR ALL TYPES OF FUNDING: $258,143.21

*"mostly federal"

fifty-three percent (25) of the libraries utilizing it. Twenty-three percent (11) of the libraries use TWX. Some of the libraries use both teletype and TWX.

The use of telephone systems also rated quite high. Fifty-seven percent (27) of the libraries use toll-free telephone lines, WATS, telephone credit cards, or accept collect telephone calls. A small number of libraries (6) reported using a Texas Instruments or CLSI terminal, dataphone, or a teleprinter as part of the communication network for referral of interlibrary loan requests. Michigan State Library reported two WATS lines connected to two 3-M copiers. A few of the libraries mentioned the U.S. Postal Service, courier service, and bibliographic utilities such as the Washington Library Network. These last items were not included in the tabulations.

Interlibrary loan is an important activity of the state library or other agency which has been designated to carry out the interlibrary loan function at the state level. The majority of the state library agencies have regional referral centers for interlibrary loan, with all requests being sent to a regional center first. Almost all of these are funded. The source of funding is either state or federal and amounts allocated vary widely among the states. Less than one-half of the states which fund regional referral centers were able to provide dollar amounts for this funding. Either the amount was not broken out of the general budget or a specific formula was followed which made it impossible to report an exact figure. A great majority of the

state library agencies do have collections from which materials are loaned before requests are referred elsewhere. Less than one-third of the libraries utilize the OCLC Interlibrary Loan Subsystem for referral requests, although a few of the libraries indicated that they are considering using it for referral requests in the future. Some of the libraries are using the Subsystem for their own patrons' requests and a number of the libraries indicated that other libraries in their states are using the Subsystem. As expected, most of the libraries are using a teletype and/or TWX system for referral of interlibrary loan requests within their networks. More than half of the libraries also have some type of telephone network, such as WATS. Interlibrary loan among the state library agencies falls into distinct patterns in all of these areas. The technological advances provided by the advent of the OCLC Interlibrary Loan Subsystem will have a tremendous impact on the state library agency and its role in the statewide interlibrary loan network.

B. On-site Visits

The state libraries of Connecticut, Illinois, Texas, and Virginia were selected for on-site visits. No two state networks were alike and it was found that various features from each of the states could be useful for the Florida Library Information Network.

Both Illinois and Texas have decentralized networks. Illinois has a bilevel organization consisting of 10 library systems and four Reference and Research Center libraries. The Illinois State

Library is one of these Reference and Research Center libraries. In September 1979, the Texas State Library ceased to function as a switching center. Texas now has 10 Major Resource Centers in the state's largest libraries. In addition, the Texas State Library handles problem requests which are referred from the Major Resource Centers. Connecticut has six regional library cooperatives. Each of them has developed some form of regional interlibrary loan service. Libraries have the option of using their regional service first or they may send requests directly to the Connecticut State Library. In Virginia, there are no formally designated resource centers. The State Library referral center is designed to aid those smaller libraries which do not own the necessary resources to verify and locate materials.

In Connecticut, Illinois, and Virginia, the network provides interlibrary loan services for all types of libraries. The Texas statewide network provides interlibrary loan services to academic, public, and special libraries. Interlibrary loans for schools are handled by the 20 regional Education Service Centers which are located throughout the state.

There is a variety of staffing patterns in the four states. Both Virginia and Texas have four staff members who work with interlibrary loan, Connecticut has 7, and Illinois has 13. The annual volume of requests also varies a great deal. The Virginia State Library fills about 20,000 requests annually. Connecticut receives about 48,000 requests annually. Illinois Reference and Research Center statistics vary from aporoximately 15,000 annual

requests at the smallest center to 85,000 at the largest center. The Illinois State Library searches about 25,000 requests and sends about 40,500 requests annually (this figure is extrapolated from a typical quarter's statistics). For the past two and a half years, no formal statistics have been maintained. A task force has been appointed to examine network interlibrary loan statistics gathering in Illinois. It is estimated that the Illinois network has an 80-85% fill rate. The Texas network has an 85% fill rate. The entire Texas network fills more than 108,000 requests per year.

Illinois, Connecticut, and Virginia reported delivery systems. CONNECTICAR, the delivery system which was established in Connecticut in 1975, is the most well known. CONNECTICAR has seven vans and serves over 200 libraries. Every library has delivery from two to four times per week.

Three of the libraries utilize toll-free WATS lines, which allow libraries to call in requests. In Connecticut and Virginia, the number of calls and the number of requests which may be transmitted via this toll-free line are limited. In Texas, all requests coming into the Major Resource Center Libraries from community libraries are received via the toll-free WATS line. All of the state libraries stressed the public relations value of this regular telephone contact.

The state libraries of Connecticut, Virginia, and Texas are using the OCLC Interlibrary Loan Subsystem in varying degrees. Connecticut uses it for out-of-state requests only. All of the Texas Major Resource Center libraries are using it for referral

requests. The Virginia State Library conducted a trial use of the Subsystem for referrals in May, June and July, 1980. Participants were the Virginia State Library and six of the state's public libraries. The purpose of the trial was to test the feasibility of using the Subsystem for referrals on a large scale. By the end of June, a 96.8% fill rate had been attained. No problems with borrowing or lending had been reported.

V. INTERLIBRARY LOAN SURVEY

A. Introduction

In order to make recommendations for improvements in the present interlibrary loan network, it is necessary to obtain a great deal of information about the nature of current statewide interlibrary loan activity. A survey, "Interlibrary Loan and You," was selected as the most appropriate vehicle to gather this information.

The Advisory Committee was particularly desirous of obtaining data on the following known problem areas within the present network:

1. Slow turnaround time
2. Under-utilization of OCLC Interlibrary Loan Subsystem
3. Under-utilization of Florida location and verification tools
4. Lack of regional union lists of library holdings
5. Low network fill rates

This survey was a result of three months of work of the FILIP Advisory Committee and a FILIP subcommittee. The survey was pre-tested extensively on FILIP Advisory Committee members, public librarians, academic librarians, special librarians, and a graduate educational methods class at the University of Central Florida.

The purpose of the survey was to obtain data needed to thoroughly examine the interlibrary loan patterns and problems among Florida libraries.

3. Review of the Literature

While numerous studies of various aspects of interlibrary loan have been conducted, there are no reports of interlibrary loan surveys which exactly parallel ours. There are a variety of reports of statewide interlibrary loan and networking activities. The most recent studies are for Alabama, Pennsylvania, Tennessee, Texas, and Wisconsin.

The Alabama study[1] recommended a model for the organization and funding of multitype library cooperation in the state based upon a review of past developments and current conditions. The interlibrary loan network is just one portion of the services which are provided. In contrast to this broad study conducted in Alabama, the Pennsylvania study[2] is quite specific. Pennsylvania public, academic, and special libraries were surveyed in an effort to gather information concerning their interlibrary loan activity during April 1978; interviews with librarians across the state were also conducted. Both sources were used in the development of recommendations for improving bibliographic access. Implications of the survey and the interviews with librarians led to the recommendation to develop a coordinated plan to expand access to older bibliographic records within Pennsylvania. The study further recommended retrospective conversions to the OCLC data base by a greater number of libraries and the creation of a statewide, on-line union list of serials. The study also recommended that incentives be provided for libraries to share their collections.

Two studies of Tennessee libraries were particularly noteworthy. Dianna Lynne Smith examined interlibrary loan patterns among Tennessee's academic, public, and special libraries.[3] Her study assessed the volume and characteristics of the interlibrary loan requests initiated and received by these libraries in Tennessee. Stevens and Smith[4] summarized Smith's dissertation. These reports of interlibrary loan activities in Tennessee libraries are especially relevant because Tennessee appears to be "a fairly typical state with respect to the level of sophistication of interlibrary loan practices and procedures as opposed to the innovators, such as New York and Illinois."[5]

The Texas study[6] was based on responses to a questionnaire designed and circulated to the 45 member libraries of the Texas Information Exchange. The questionnaire examined the costs and volume of interlibrary loan activity among members from September 1, 1975 to February 28, 1976. The report provided a comparison of public and academic libraries for interlibrary loan costs and volume, as well as a summary of findings and suggestions for further study.

The objectives of the Wisconsin Task Force on Interlibrary Cooperation and Resource Sharing[7] were to gather information on the status and trends in interlibrary cooperation and resource sharing in Wisconsin, to identify problems to be dealt with in planning, and to make recommendations for future developments. Principles of library service basic to interlibrary cooperation were identified, and a cooperative structure for the state, regional, and local levels was recommended.

These studies provided the bases of a strong framework for the thorough examination of the Florida Library Information Network. Readers wishing additional information on interlibrary loan and networking are referred to the Selected Annotated Bibliography at the end of this report.

C. Methodology

A detailed survey, "Interlibrary Loan and You," was mailed to the 530 primary users of the Florida Library Information Network in April, 1980. This survey was mailed directly to the interlibrary loan librarian. A separate one-page budget survey was sent to the director or school principal of each of these libraries. Each survey was accompanied by a cover letter which explained the purpose of the survey and a self-addressed, postage-paid envelope. A follow-up postcard was mailed to each respondent the following week. The purpose of an immediate follow-up was to thank those who had already returned their surveys and to serve as a reminder for those who had not. Two follow-up letters, accompanied by an additional copy of the survey and another self-addressed, postage-paid envelope, were mailed at intervals of two and a half weeks, respectively. Although one librarian did complain of being "harrassed by the follow-ups which began arriving the day after the survey arrived," we felt that these follow-ups were primarily responsible for the high response rate.

D. The Survey Sample

The survey sample was drawn from the mailing list which is used for interlibrary loan operations in the State Library of

Florida. Table 2 represents the population to which the survey was sent. The mailing list was not as accurate as had originally been believed. Eighty of the returned surveys were omitted for a variety of reasons: "incorrect address/not forwardable"; "main library handles interlibrary loan"; "library closed"; or "do not participate in interlibrary loan."

Of the 530 "Interlibrary Loan and You" surveys originally mailed to the interlibrary loan librarians, 372 were processed, resulting in a very respectable response rate of 70%. Table 3 details these response rates. The greatest number of responses were received from special and public libraries, which together comprise over half of the responses. Academic libraries account for a little more than 21% of the responses. Special, public, and academic libraries together represent over four-fifths of the population responding, or 83%. School libraries and state institution libraries compose a relatively small portion of the response population.

Of the 530 interlibrary loan budget surveys originally mailed to the library directors or school principals, 372 or 70% were returned. Because the budget survey was useful only in conjunction with the "Interlibrary Loan and You" survey, only 327 of the budget surveys could actually be used. The budget survey was implemented because the FILIP Advisory Committee agreed that if any changes in the present interlibrary loan network were to be made, it would be necessary to have an approximate idea of the amount of monies which are being expended for interlibrary loan operations statewide.

TABLE 2

POPULATION TO WHICH "INTERLIBRARY LOAN AND YOU" SURVEY WAS MAILED

LIBRARY TYPE

	Academic	Public	School	Special	State Inst*	Total
No. of Surveys Mailed	112	147	51	181	39	530
% of Total No. of Surveys Mailed	21%	28%	10%	34%	7%	100%

*State institution libraries are reported separately from other special libraries because they have traditionally been heavy users of FLIN.

TABLE 3

"INTERLIBRARY LOAN AND YOU" SURVEY/RESPONSE RATE

LIBRARY TYPE

	Academic	Public	School	Special	State Inst*	Total
No. of Surveys Mailed	112	147	51	181	39	530
No. of Surveys Recd	82	110	40	108	32	372
% of Total No. of Responses Recd	22%	30%	11%	29%	9%	100%
Response Rate	73%	75%	78%	60%	82%	*

*Overall response rate is 70%

The data were analyzed at the University of Central Florida Computer Center. Two sets of programs were used for the analysis: Statistical Analysis System/SAS and Statistical Package for the Social Sciences/SPSS.

E. The Survey

"Interlibrary Loan and You" is an eight-page survey which contains 49 close-ended questions and four open-ended questions, for a total of 53 questions. The inside back cover was reserved for any additional comments which respondents wished to make. The inside front cover contained a complete glossary of 12 items for respondents who were unfamiliar with any terms used in the questions. The type was reduced 26% and a small booklet format ($5\frac{1}{2}$ x $8\frac{1}{2}$") was utilized.[8]

Questions in the survey were designed to provide profiles of the various types of libraries which participate in FLIN. The libraries were queried about staffing, delivery systems, cooperative endeavors, interlibrary loan statistics, request time, use of OCLC Interlibrary Loan Subsystem, charges, suggestions for cost savings, performance of FLIN, strengths and weaknesses of FLIN, and suggestions for improvement of FLIN.

The budget survey was a one-page survey which contained 11 questions relating to interlibrary loan personnel salaries and amounts expended annually for interlibrary loan operations.

A complete copy of the "Interlibrary Loan and You" survey is in Appendix A and a copy of the budget survey is in Appendix C.

F. Survey Results

1. Reporting Conventions

The following reporting conventions will be observed throughout this report:

a. All responding libraries have been placed in one of these nine categories:

- College or university
- Community or junior college
- Corporate
- Government or other nonprofit
- Military base
- Public
- School (K-12)
- State institution (correctional or state hospital)
- *Other

b. Most tables will be presented showing these nine categories and, for each, the number of libraries in that category which responded to the survey.

c. Most tables include the number of libraries which responded to that question as "n", i.e., "n = 370", meaning 370 libraries answered that particular question. Total number of respondents is reported only for questions which permitted one answer choice. The percentage reported for each response expresses the count for that response as a percentage of all the responses received for that particular question. Therefore, responses for every question total 100%, unless otherwise noted.

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*All "other" libraries are special libraries, i.e., art, hospital, museum, and various types of nonprofit libraries.

d. i. Percentages--When a zero response was received, "-" is recorded instead of a percent. A zero percent ("0%") means that the raw score was rounded to zero percent. The figures generally do not total 100% because of rounding.

ii. Raw scores--A zero raw score or a zero reported as mean number of requests is recorded as zero ("0"). The raw scores for the "Interlibrary Loan and You" Survey are reported in Appendix B.

2. Basic Profile

Responses to the first few questions of the survey provide a basic profile of the respondents as a whole. This profile includes book collection size (excluding periodicals), interlibrary loan staffing patterns, cooperative endeavors, delivery systems, and the interlibrary loan librarian's perception of the administrative view of interlibrary loan within the organization.

Book collection size. Most of the FLIN libraries (87%) have book collections under 100,000 volumes. Libraries having the largest book collections, 100,000 volumes and over, collectively represent only 12% of the responses.

The size of book collections in college and university libraries is the most evenly distributed. College and university library book collections are also the largest; more than half of the college and university libraries responding to this question have book collections of 100,000 volumes and over. Public

libraries and "other" libraries are the only additional types reporting large book collections of 500,000 or more volumes. Predictably, the smallest book collections are found in the special libraries such as corporate, government or other nonprofit, military, and state institution, and in school libraries. See Table 4.

Interlibrary loan staffing patterns. Staffing patterns vary widely among the libraries. Generally speaking, the larger the library, the greater the number of hours and personnel devoted to interlibrary loan activities. It is quite interesting to note that in almost every case, the modal response, or the response which occurs most often, is zero. The amount of staff time devoted to interlibrary loan activities is far greater in college and university libraries than in any other type. The next closest type of library in terms of time spent on interlibrary loan is the public library, which spends less than one-third as much staff time on interlibrary loan activities. College and university libraries are the only type which report a total of the equivalent of more than one full-time staff member. See Table 5.

Cooperative endeavors. Florida libraries participate in a variety of cooperative ventures. Regional interlibrary loan agreements are the most prevalent, with 81 or 22% of all respondents participating. College and university libraries, public libraries, and "other" libraries participate most often in these regional interlibrary loan agreements, with each reporting 16 instances of

Table 4

SIZE OF BOOK COLLECTIONS OF RESPONDENTS

LIBRARY TYPE
(n=370)

BOOK VOLUMES	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Less than 20,000	12%	16%	83%	86%	17%	32%	73%	97%	87%	52%
20,000-49,999	16	45	17	14	83	32	25	-	9	23
50,000-99,999	16	29	-	-	-	21	2	3	-	12
100,000-199,999	28	10	-	-	-	8	-	-	2	7
200,000-499,999	19	-	-	-	-	3	-	-	2	3
500,000+	9	-	-	-	-	4	-	-	0	2

Table 5

LIBRARY TYPE

PERSONNEL/TYPE	COLL/ UNIV	COMM/ JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL/ MEAN
(Total Cases)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(147)	(372)
Mean # of Hrs/Wk Spent on ILL	#Hrs/Wk	#Hrs/Wk	#Hrs/Wk	#Hrs/Wk	#Hrs/Wk	#Hrs/Wk	#Hrs/Wk	#Hrs/Wk	#Hrs/Wk	#Hrs/Wk
By Librarian* (FTE)*	9.2 (.23)	2.2 (.05)	3.3 (.08)	3.5 (.09)	.4 (.01)	4.7 (.12)	1.1 (.03)	2.6 (.07)	6.4 (.16)	4.3
By Paraprof.* (FTE)*	18.7 (.47)	1.4 (.04)	6.0 (.15)	3.3 (.08)	1.8 (.05)	5.0 (.13)	.0 (.00)	2.1 (.05)	1.4 (.03)	5.0
By Clerk* (FTE)*	10.8 (.27)	1.4 (.04)	.0 (.00)	1.9 (.05)	.3 (.01)	4.9 (.12)	.2 (.00)	4.4 (.11)	4.6 (.11)	4.2
By Other Assts.* (FTE)*	13.5 (.34)	.6 (.01)	.0 (.00)	.8 (.02)	.0 (.00)	1.0 (.02)	.0 (.00)	2.0 (.06)	.3 (.01)	2.6
Total Hrs/Wk (Total FTE)*	52.2 (1.31)	5.6 (.14)	9.3 (.23)	9.5 (.23)	2.5 (.07)	15.6 (.39)	1.3 (.03)	11.1 (.29)	12.7 (.31)	

*N = 315

*N = 275

*N = 279

*N = 272

•Full-time equivalent, 40 hours/week = 1 FTE

such participation, or 4% of the reporting libraries for each. Other types of libraries reporting regional interlibrary loan agreements are: Community and junior college, 7; corporate, 4; government, 9; military base, 1; school, 8; and state institution, 4.

Reciprocal direct borrowing for patrons, which bypasses interlibrary loan, is reported by 66 of the libraries, or 18% of all respondents. Reciprocal direct borrowing is used most heavily by the government libraries--18 or 5% of all the reporting libraries. Public libraries run a close second with 14 libraries, or 4%. Other types of libraries reporting reciprocal direct borrowing are: college and university, 9; community and junior college, 6; corporate, 2; military base, 1; school, 9; state institution, 1; and "other" libraries, 6.

Membership in consortia, either formal or informal, is reported by 49 libraries, or 13% of all respondents. Only six types of libraries responded to this query, and "other" libraries report consortium membership more often than any other type--17 or 5% of all respondents. Other types of libraries reporting consortium membership are: college and university, 10; community and junior college, 10; government, 7; public, 3; and school, 2.

Participation in a regional catalog or union list is reported by 47 libraries, or 13% of all respondents. College and university libraries participate most often in this type of endeavor, with 12 or 3% of all respondents reporting. Additional libraries reporting regional catalogs or union lists are: community and

junior college, 3; corporate, 6; government, 7; public, 9; school, 1; and "other," 8.

The largest number of libraries, 143 or 38% of all respondents, report that they do not participate in any cooperative efforts. Here is the breakdown by type of library: college and university, 11; community and junior college, 11; corporate, 3; government, 5; military, 1; public, 65; school, 18; state institution, 19; and "other," 10.

A large majority of the libraries, 241 or 65%, indicate a willingness to provide information about their library holdings for inclusion in a regional union list and/or COM catalog. Many of the remaining 77 or 21% indicate that perhaps they could participate in the future, or that they would like to participate, but simply do not have enough staff. A few of the libraries said very frankly, "it depends..."

Delivery systems. A wide range of delivery systems is being used by the reporting FLIN participants. A local courier service is used by 14% of the libraries; United Parcel Service is used by 10%; the statewide courier service is used by 5%; other commercial delivery services are used by only 1%. Eight percent of the libraries report "other" delivery systems; the one most often cited is having the patron hand carry the ALA form to pick up the book.

Administrative priority for interlibrary loan. The interlibrary loan librarian's perception of the individual library's

administrative priority for participating in interlibrary loan yields some interesting responses. A clear majority, 191 or 59% of the responses to this particular query, report that the library's administrative priority is equal to other services. Seventeen percent, or 54, indicate that requests for their own patrons have priority and supplying responsibilities have less priority. Twelve percent, or 37, participate in interlibrary loan as time and staffing permit; 6%, or 18, participate as time permits. Three percent, or 10 of the libraries, report that interlibrary loan has last priority.

3. Interlibrary Loan Tools

Florida libraries were surveyed concerning the use of four verification and location tools: Florida COMCAT; Florida Union List of Serials/FULS; OCLC Interlibrary Loan Subsystem; and online bibliographic search services such as Lockheed's DIALOG.

Florida COMCAT is the microfiche catalog which reports many of the card catalog holdings of major Florida libraries. It is compiled annually by Orlando Public Library and administered by a grant from the State Library of Florida. Florida COMCAT is based upon the OCLC records of the participating libraries. These libraries are also in the process of converting their retrospective holdings into the OCLC data base. Florida COMCAT statistics for 1979 indicate that more than a million and a half unique items currently appear in the microfiche catalog. Florida COMCAT is a very valuable verification and location tool for Florida libraries. It is available free of charge to the 23 participating libraries,

and is sold for a nominal fee of $25 to any Florida library. It does, of course, require a microfiche reader for viewing.

The Florida Union List of Serials/FULS is the basic location tool for serials owned in the state. The first edition, published in two volumes in 1973, is still widely used by Florida librarians, even though an updated microfiche second edition published in 1979 is now available.

These two basic interlibrary loan tools, Florida COMCAT and FULS, provide Florida librarians with a wealth of information about the availability of library materials in the state. However, results of the FILIP survey paint a surprising picture about the utilization of these tools by Florida libraries.

Only five types of libraries report using Florida COMCAT for interlibrary loan and this use is extremely low. Two-thirds of the 346 libraries responding to this question do not own Florida COMCAT!

The highest percentage of non-use is reported by the public libraries, where 26 libraries or 8% report that they have Florida COMCAT, but do not use it for interlibrary loan; 71 public libraries or 21% report that they do not own Florida COMCAT. The libraries with the smallest collections (corporate, government, military, school, and state institution) report disturbingly low percentages of utilization of Florida COMCAT.

FULS is used for interlibrary loan in more than a fourth of the libraries. Heaviest use is found in the academic libraries,

where serials are requested more often than monographs. Almost half of the libraries do not own FULS.

Florida libraries are obviously not taking full advantage of the basic verification and location tools for the state.

The other interlibrary loan tools which were surveyed are quite sophisticated and are understandably used by a very small number of Florida libraries. Only 8 percent or 25 of the libraries are requesting materials through the OCLC Interlibrary Loan Subsystem. Only a few more (29) are filling requests through the Subsystem. On-line search services are used for interlibrary loan purposes in only 9 percent of the libraries. Some of the libraries which answered "yes" to this query indicated in a note that they occasionally use on-line search services for interlibrary loan. Table 6 provides detailed information about the use of these interlibrary loan verification and location tools in Florida libraries.

4. Interlibrary Loan Borrowing

The FILIP survey reveals that the greatest volume of borrowing is done by college or university libraries and by public libraries. School libraries have the lowest volume of interlibrary loan borrowing. In most cases, the type of material being borrowed (photocopied article vs. book) is pretty much as expected. College or university libraries tend to borrow a few more photocopied articles than books, and community college libraries borrow a few more books than photocopied articles. The special libraries such as corporate and government borrow far more photocopied articles

Table 6

INTERLIBRARY LOAN VERIFICATION/LOCATION TOOLS

Library Type

	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Use Fla. COMCAT for ILL (n=346)	3%	1%	0%	-	-	3%	-	-	0%	7%
Have Fla. COMCAT, but do not use for ILL (n=346)	4	4	1	2%	0%	8	3%	6%	4	28
Do not own Fla. COMCAT (n=346)	5	6	2	9	1	21	8	11	7	66
Use FULS for ILL (n=347)	10	7	2	5	1	4	-	-	4	33
Have FULS, but do not use for ILL (n=347)	9	2	1	2	1	11	3	3	3	27
Do not own FULS (n=347)	1	1	1	5	1	16	7	6	7	45
Send reqs. via OCLC ILL Sub. (n=341)	4	1	0	1	-	1	-	-	1	8

Table 6

Continued

Library Type

	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Fill reqs. via OCLC ILL Sub. (n=180)	9%	2%	1%	2%	-	2%	-	-	1%	17%
On-line search serv. (n=342)	2	-	2	1	-	1	-	-	2	9

than books. Military, public, school, and state institution libraries borrow far more books than photocopied articles. Our "other" libraries borrow a few more books than photocopied articles. See Table 7.

There is some variation among the libraries when it comes to charging the patron for materials requested through interlibrary loan. Only 10% of the libraries charge their own patron for a book received free through interlibrary loan. More than half of the libraries queried pass on charges for a photocopied article to their own patron. Forty-one percent of the libraries do not pass on this charge, but absorb the cost themselves. See Table 8.

The FILIP survey reveals some particularly interesting information about interlibrary loan borrowing. Almost half of all the libraries (44%) report that they receive the majority of requested items from college or university libraries. This is understandable since college and university libraries in Florida have the largest collections. Results of this survey substantiate the common belief that libraries tend to borrow from like types of libraries. The libraries which are relied upon most heavily for borrowing are: college or university, government, public, and "other." Most of the libraries who indicated that they borrow the majority of interlibrary loan items from "other" libraries specified that they mean the State Library of Florida. This is the third most heavily used type of library in the state for borrowing, preceded by college or university libraries and public libraries. See Table 9.

Table 7

INTERLIBRARY LOAN BORROWING STATISTICS/
MOST RECENT REPORTING YEAR

Library Type

MEAN NO. OF ITEMS BORROWED	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL / MEAN
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Mean # of phots** borrowed(n=294)	409	45	223	185	3	14	4	6	131	103
Fill rate - phots** (n=199)	85%	83%	94%	88%	50%	84%	82%	82%	97%	86%
Mean # of bks borrowed(n=303)	332	48	19	40	49	378	24	131	225	205
Fill rate - bks (n=243)	74%	86%	91%	84%	97%	78%	82%	76%	91%	82%

** Photocopied articles

Table 8

INTERLIBRARY LOAN CHARGES/BORROWING

Library Type

CHARGES	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Charge own patron for bk recd free (n=32)	1%	-	-	-	-	9%	-	-	-	10%
Do not charge own patron for bk recd free (n=302)	12	11%	3%	12%	2%	22	10%	9%	10%	91
Charge own patron for phot recd* (n=189)	9	8	1	4	0	24	6	3	4	59
Do not charge own patron for phot recd* (n=134)	4	3	2	8	1	8	3	6	6	41

*Refers to whether or not a borrowing library passes on charges to its own patrons which are assessed by a lending library for a photocopied article.

Table 9

INTERLIBRARY LOAN BORROWING BY TYPE OF LIBRARY

LIBRARY TYPE

REQUESTING LIBRARIES

SUPPLYING LIBRARIES	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
COLL/UNIV	100%	76%	67%	43%	25%	17%	43%	7%	46%	44%
COMM/JR COLL	-	5	-	-	-	1	-	-	-	1
CORP	-	-	17	-	-	-	-	-	-	1
GOVT	-	8	8	40	25	8	7	14	3	11
MIL	-	-	-	-	25	-	-	-	-	0
PUB	-	3	-	3	25	55	33	50	9	26
SCH	-	-	-	-	-	-	13	-	-	1
STATE INST.	-	-	-	-	-	-	-	4	-	0
OTHER*	-	8	8	14	-	20	3	25	43	16

*The State Library of Florida was specified in most cases.

The FLIN libraries were queried about what they feel is a reasonable length of time to wait for materials requested through interlibrary loan. Over half of the libraries indicate that two weeks or less is a reasonable length of time to wait. Some of the libraries added notes that they know it sometimes takes three to five days for their request to even reach the lending library via the U.S. mail. Forty-three percent of the libraries say that they feel it is reasonable to wait three to four weeks for interlibrary loan materials to arrive. A few of these said that it really depends upon the type of material requested; i.e., a library can wait four weeks for a popular novel to arrive, but cannot wait that long for research material. Only 5 percent of the libraries indicate that five weeks or more is a reasonable length of time to wait for interlibrary loan materials. See Table 10.

What causes the delay of material requested through interlibrary loan? The supplying library was cited most often as being the cause for delays in receiving material requested through interlibrary loan. The U.S. Postal Service was cited by 129 respondents. The most common explanation for delay cited by those indicating "other" is that the material is in use at the potential lending library or that the requesting library is waiting for a reserve. With our present network, the interlibrary loan request comes to a halt at the lending library which places a reserve on an item for a requesting library. See Table 11.

Table 10

INTERLIBRARY LOAN BORROWING/REASONABLE WAITING PERIOD

LIBRARY TYPE
(n=338)

LENGTH OF TIME	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
2 wks or less	7%	7%	2%	6%	1%	11%	5%	3%	9%	51%
3-4 wks	5	4	1	5	0	17	4	5	2	43
5-8 wks	0	0	-	1	-	2	1	1	0	5
9-12 wks	-	-	-	-	-	0	-	-	-	0
Longer than 12 wks	-	-	-	-	-	-	-	-	-	-

Table 11

DELAY OF RECEIPT OF REQUESTED INTERLIBRARY LOAN MATERIALS

Library Type

	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
U.S. Postal Serv. (n=129)	22%	10%	5%	14%	2%	20%	5%	6%	15%	100%
Supplying lib. (n=206)	15	15	3	10	2	32	8	7	8	100
Other* (n=68)	9	6	-	12	3	44	10	7	9	100

*Usually cited as in use and/or reserves at the supplying library.

5. Interlibrary Loan Lending

Predictably, the FILIP survey reveals that the greatest volume of lending is done by college or university libraries and by public libraries. Corporate, community college, military, school, and state institution libraries have relatively low levels of interlibrarly loan lending. The type of material being loaned (photocopied article vs. book) is quite evenly balanced in college or university, government, and school libraries. Community college, military, public, and other libraries lend far more books than photocopied articles. Only corporate and state institution libraries lend more photocopied articles than books, but both of these types of libraries report very low means. The mean fill rates for lending are somewhat lower than those for borrowing. See Table 12.

Table 13 provides statistics on charges levied by lending libraries. A great number of libraries do not charge to lend a book and only a few charge postage, handling fee, or service charge. Many libraries do not have a minimum fee for photocopied articles. For those libraries which do charge a minimum fee, the most prevalent is 1-99¢ or $1. A few libraries report minimum charges of $1.01 or more.

Tables 14 and 15 provide insight into the lending library's perception of the time it takes to respond to book requests. A wide majority of the libraries report that they are able to fill book requests in one to two working days. An even greater majority

Table 12

INTERLIBRARY LOAN LENDING STATISTICS/
MOST RECENT REPORTING YEAR

MEAN NO.OF REQUESTS	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL / MEAN
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Mean no.of phots** lent (n=168)	637	8	7	101	2	20	7	5	87	164
Fill rate - phots** lent (n=128)	74%	73%	85%	96%	89%	78%	80%	100%	78%	80%
Mean no.of bks lent (n=146)	639	33	3	112	11	1136	9	0	203	460
Fill rate - bks lent (n=121)	79%	84%	88%	75%	54%	77%	87%	-	68%	78%

**Photocopied articles

Table 13

INTERLIBRARY LOAN CHARGES/LENDING*

Library Type

CHARGES	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Books										
No charge (n=153)	9%	6%	1%	7%	1%	8%	3%	1%	5%	41%
Postage (n=17)	0	1	-	1	-	2	0	-	-	4
Handling charge/ service fee (n=4)	-	-	-	-	-	0	-	-	0	0
Photocopied articles										
Handling charge/ service fee (n=25)	2	1	-	1	-	1	-	-	1	6
No min.charge (n=92)	3	3	2	6	1	4	1	1	4	25
Min.charge/1-99¢ (n=25)	1	1	-	1	-	2	1	-	1	7
Min.charge/$1 (n=25)	4	2	-	-	-	1	-	-	-	7
Min.charge/ $1.01-$1.99 (n=3)	1	0	-	-	-	-	-	-	-	1
Min.charge/ $2-$3.99 (n=5)	0	-	-	0	-	-	-	-	1	1
Min.charge/$4 or more n=6)	2	-	-	-	-	-	-	-	-	2

*Percentages are based on total number of respondents, 372.

Table 14

AVERAGE TIME TO FILL BOOK REQUEST

LIBRARY TYPE

(n=160)

AVERAGE TIME TO LEND	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
1-2 work days	14%	11%	1%	14%	1%	13%	6%	0%	9%	69%
3-5 work days	6	3	1	4	0	5	-	0	3	22
6-10 work days	-	0	-	0	-	2	-	-	1	3
11-15 work days	-	0	-	-	-	1	1	-	-	2
16+ work days	-	-	-	-	-	0	-	-	-	0

Table 15

AVERAGE TIME TO RESPOND "NO" TO BOOK REQUEST

AVERAGE TIME TO RESPOND "NO"	LIBRARY TYPE (n=156) COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
1-2 work days	15%	12%	2%	15%	1%	12%	6%	1%	9%	73%
3-5 work days	5	3	1	4	1	6	1	1	3	25
6-10 work days	-	-	-	-	-	1	-	-	1	2
11-15 work days	-	-	-	-	-	1	1	-	-	2
16+ work days	-	1	-	-	-	1	-	-	1	3

of the libraries report that they respond "no" to a book request in one to two working days.

6. Total Interlibrary Loan Volume

What types of libraries are the heaviest users of interlibrary loan in Florida? College or university libraries and public libraries are by far the leaders in borrowing and lending. They borrow 66% of the items and lend 88% of the items. The volume of lending is almost perfectly balanced between these two net lenders. The ratio of borrowing to lending in Florida college or university libraries (1:1.6) is almost identical to that reported by the Association of College and Research Libraries (1:1.5).[9]

The ratio of the lending volume in academic libraries to the lending volume in public and special libraries is less than that reported for Tennessee libraries in the Stevens and Smith interlibrary loan study.[10] In Florida, the ratio of the number of items lent by academic libraries (college or university and community or junior college) to the sum of those lent by public and special libraries (corporate, government, military, institution, and other) is 1:1.2. See Table 16.

7. FLIN Performance

The overall mean fill rate of 78% reported in Table 17 for FLIN libraries is slightly higher than the 71% fill rate reported for the 14 network resource libraries and the State Library of Florida in calendar year 1979.

Table 16

ANNUAL INTERLIBRARY LOAN VOLUME/
MOST RECENT REPORTING YEAR

Library Type

	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Items borrowed	25,132	3,300	2,898	7,441	207	35,637	768	3,782	13,027	92,192
Items lent	40,184	887	74	4,111	53	40,356	150	31	5,908	91,754

Table 17

INTERLIBRARY LOAN BORROWING/
REQUESTING DIRECTLY VS. THROUGH FLIN/FILL RATES
MOST RECENT REPORTING YEAR

Library Type

FILL RATES	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Libraries requesting directly(n=160)	85%	84%	92%	91%	93%	81%	100%	83%	98%	88%
Libraries requesting via FLIN(n=197)	69%	83%	73%	78%	75%	79%	81%	69%	69%	78%

The variance in fill rates for libraries borrowing directly versus through FLIN is also reported in Table 17. Every type of library reported higher fill rates when borrowing directly rather than through the Florida Library Information Network. The total mean variance is 10%.

More than half of the FLIN participant libraries usually send requests directly to any library which is a known location, rather than sending the request via the network. Sixty-four percent of the libraries usually send requests directly to a nearby library, if it is a known location. This common practice is contrary to the policy set forth for FLIN participants by the Florida Library Information Network.[11] The scores reported in Table 18 purposely exclude the 14 FLIN member libraries.

The majority of FLIN libraries are almost always satisfied or usually satisfied with materials received in response to subject requests processed through FLIN. See Table 19.

The majority of Florida librarians rate the overall performance of the Florida Library Information Network as excellent or good. A small percentage of librarians rate the network as adequate, fair, or poor. See Table 20.

The voluminous responses to the open-ended questions at the end of the FILIP survey provide perhaps the clearest insight into the strengths and weaknesses of FLIN. Comments were grouped by type of library--academic, institution, public, school, and special--and pertain to the strengths and weaknesses of FLIN, suggestions for improvement of FLIN, and suggestions for cost savings in interlibrary loan.

Table 18

INTERLIBRARY LOAN REQUESTS SENT DIRECTLY*

Library Type

	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Request directly from any library (n=171)	9%	9%	4%	9%	1%	7%	4%	2%	9%	54%
Do not request directly from any library (n=148)	1	3	-	3	-	24	6	8	-	45
Request directly from nearby lib. (n=202)	9	9	4	10	1	11	6	4	10	64
Do not request directly from nearby lib (n=119)	1	3	-	2	0	20	4	6	1	37

*Only the FLIN users are included in this table.

Table 19

SUBJECT REQUEST SATISFACTION/FLIN

SATISFACTION LEVEL	LIBRARY TYPE (n=305)									
	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Almost always	1%	4%	1%	4%	1%	20%	5%	5%	1%	42%
Usually	1	2	–	1	–	7	2	2	1	16
Sometimes	–	–	–	–	–	4	–	–	–	4
Rarely	–	0	–	0	–	0	–	–	–	0
Almost never	–	–	–	–	–	0	–	–	0	0
Do not use	10	5	2	5	1	4	2	2	6	37

TABLE 20

FLIN PERFORMANCE

Library Type
(n=310)

	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Excellent	1.6%	3.5%	1.0%	3.2%	.3%	12.6%	5.8%	3.9%	1.0%	32.9%
Good	2.6	2.9	.6	4.8	.6	15.2	1.9	3.5	1.9	34.0
Adequate	.3	.6	.3	1.0	-	3.2	.3	-	-	5.7
Fair	1.3	1.9	-	-	-	1.6	-	1.3	-	6.1
Poor	-	1.0	.3	-	-	-	-	.3	.3	1.9
Do not use	5.5	1.6	.6	1.6	.6	1.3	1.9	.3	5.5	18.9

The refrain which was heard again and again from all types of librarians is summed up by one public librarian: "They are so SLOW!" An academic librarian comments: "When they're slow, they're very slow. A request that's not filled within two weeks can take months." A school librarian says that "in the past two years, requests have taken longer." One academic librarian believes that "the weaknesses of the State Library network are the same weaknesses as the TWX system in general: length of time necessary to complete a transaction is the greatest drawback." A special librarian pinpoints the reason for the delays: "Every year they have to handle more requests with fewer people to do the work." Another special librarian stated bluntly: "Don't use it; faster to go direct." Delays and time lags appear to be the most serious weakness of the network.

Some of the operational procedures of FLIN are sources of frustration and annoyance to many of the users. A criticism mentioned numerous times is that the State Library does not supply a copy of the original request with the item. This is particularly frustrating when the request is a few weeks or months old. Lack of identification of materials on overdue notices is another sore spot and one institution librarian suggested that "a quarterly update of any books overdue would be helpful." Another institution librarian complains about "overdue book notices when we've returned books." A public librarian comments that no reason is given by the State Library for a "cannot supply" response. A reason would be helpful in reporting back to the patron. One of the resource

libraries comments on problems with the daily list of books which are sent in sequence to each of the resource libraries: "many items on the list are not owned by any of the four resource libraries or by only one or two. Running the requests through OCLC for locations would eliminate some unnecessary items on the list; it would also allow the State Library to go directly to these libraries owning a title instead of wasting time on the list."

Three academic librarians and two special librarians criticized the State Library's present 3" x 5" interlibrary loan forms. These librarians state that the "forms are too small to type complete titles." The size of the "interlibrary loan form does not correspond to the national interlibrary loan form and thus makes filing difficult."

Some of the libraries indicate that the State Library collection is "weak in certain areas" and feel that the collection generally needs to be upgraded. Others are more specific: "Serious lack of popular Spanish materials" (institution librarian); "very weak in medical subject areas" (special librarian); "only from our point of view--materials aren't juvenile enough. Our students are grades seven and eight and their science projects sometimes require them to use materials on too technical a level" (school librarian).

Lack of communication between the State Library of Florida and its network users or potential users is also evidenced. An academic librarian commented that "not enough people know about this service-- . . . it needs to be publicized." One school

librarian was quite specific: "I don't really know now policies relate to public schools. For instance, should Orlando Public Library be expected to lend books to Seminole County schools?" A special librarian requests "another update conference throughout the state on FLIN services." A need for better publicity about the interlibrary loan network is clearly indicated by the comments from all types of libraries.

A number of libraries note that the State Library "seems understaffed," and this certainly contributes a great deal to many of the weaknesses noted above. Interestingly enough, a few of the libraries do not seem to be plagued by problems when using FLIN and report that "we have not noticed any glaring weaknesses" (special librarian). Others report that they are happy that the network exists at all. One public librarian states that "we are so grateful for the additional books and serials we gained for our library through the State Library."

Suggestions for improvement center around the need to speed up response time. One school librarian suggests that "better funding from government programs, budget, etc." might help. Another school librarian recommends that FLIN "employ more people for the specific purpose of getting requests filled as quickly as possible." A public librarian says that response time might be speeded up with the "use of a toll-free number to call in requests." A number of the librarians mentioned utilizing WATS lines or toll-free numbers for placing interlibrary loan requests. An academic librarian suggests that "staff time and tolls can be

substantially reduced by reciprocal agreements between libraries, i.e., reciprocal balancing of photoduplication costs." One public librarian recommends: "Decentralize the . . . network and establish regional resource libraries. If this is totally impossible, then the State Library should start utilizing OCLC more fully." Another public librarian states that "information, rather than format (book, periodical), should be emphasized." A special librarian recommends that FLIN "publish a union list and have libraries send directly to the holder." An academic librarian suggests that tne State Library "support resource libraries in proportion to supplying activity" and "require that those libraries who function as resource libraries accept their grants and perform in good faith with interlibrary loan as a priority service."

All types of libraries praised the State Library staff for efficiency and cooperativeness. Although it is acknowledged that the network does have its problems, most of the librarians agree with one special librarian who says: "I'm just glad it exists!" Among the strengths mentioned are: network access, statewide resources, computer operation, network concept, clearinghouse, genealogy collection, pleasant personnel, and good response rate.

Libraries offered a host of suggestions for cost savings in interlibrary loan. Many librarians agree that mailing reports with the item rather than in a separate envelope would help, "since in most cases the report arrives a day before or the same day the item comes" (public librarian). A simple but effective

way to cut costs is "instead of sending three separate envelopes to us on the same day, put the contents of the three into one" (institutional librarian). A public librarian recommends that "overdue notices from the State Library that do not contain the title or author should be eliminated. The State Library wastes 15 cents to tell us that 'complete information for items on this notice has not yet been entered into our computer.'" A number of the librarians agree that using two-sided photocopying could cut costs, but an academic librarian, perhaps more experienced than the others, says that "two-sided photocopying might save postage but it would not save labor or time. Also if paper is too thin, the printing will show on the flip side." Other suggestions for cost savings are: include invoice with the item, telephone requests, recycle packaging, provide information on out-of-state locations and let libraries request directly, and concentrate on saving staff time rather than packing and shipping expenses. Not all librarians agree that costs are a factor. One public librarian states that the "cost is very low as it is" and an academic librarian has different priorities: "Get the material to us; forget the cost!"

8. Interlibrary Loan Expenditures

Details of the mean hourly rates of pay for librarians, paraprofessionals, clerks, and student assistants, pages, or other assistants who work on interlibrary loan are given in Table 21. Mean hourly rates for librarians range from a low of $4.37 for

Table 21

INTERLIBRARY LOAN PERSONNEL/
MEAN RATES OF PAY

Library Type

	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL/ MEAN
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Librarian (n=200)	$6.36	$9.30	$7.17	$7.17	$5.67	$5.28	$8.40	$4.37	$6.29	$6.38
Paraprofessional (n=140)	3.91	3.92	7.00	3.54	5.00	3.43	.80	.33	3.25	3.31
Clerk (n=148)	2.68	3.60	7.00	3.93	3.67	2.74	3.18	.36	2.64	2.82
Other assts. (n=108)	2.88	2.57	0.00	1.73	3.00	1.00	0.00	.21	1.71	1.59

Table 22

INTERLIBRARY LOAN EXPENSES/MEAN ANNUAL BUDGETS
MOST RECENT REPORTING YEAR

Library Type
(n=132)

	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL/ MEAN
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Average Annual ILL Budget	$1730	$831	$403	$1000	$200	$1269	$100	$498	$510	$1028

state institution librarians to a high of $9.30 for community college librarians, with an overall mean of $6.38.

The results of the remainder of the budget survey were quite disappointing. The majority of the libraries report that either they do not have separate interlibrary loan budgets and that they are unable to provide estimates for annual amounts expended, or that the amounts are negligible. Mean annual interlibrary loan budgets range from a low of $100 for school libraries, to a high of $1,730 for college or university libraries, with an overall mean of $1,028. See Table 22.

Total annual amounts expended statewide for interlibrary loan operations are presented in Table 23. Over a million dollars is spent in Florida each year on interlibrary loan, and the majority of that is for salaries. Expenditures by college or university and public libraries account for 72% of the total monies spent for interlibrary loan annually.

TABLE 23

TOTAL ANNUAL AMOUNTS EXPENDED FOR INTERLIBRARY LOAN/
MOST RECENT REPORTING YEAR

Library Type

	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Interlibrary Loan Staff										
Librarians	$ 99,320	$21,424	$10,972	$41,964	$364	$117,624	$9,308	$5,980	$70,564	$377,520
Paraprof.	153,816	5,044	11,648	12,584	2,340	69,316	-	208	9,724	264,680
Clerks	56,524	6,760	-	10,452	208	63,440	936	1,040	25,740	165,100
Other Assts.	81,068	2,184	-	1,560	-	7,748	-	-	780	93,340
Subtotal	390,728	35,412	22,620	66,560	2,912	258,128	10,244	7,228	106,808	900,640
Other Expenses*	32,862	8,308	2,420	12,305	200	65,998	801	5,979	5,101	133,974
Total	423,590	43,720	25,040	78,865	3,112	324,126	11,045	13,207	111,909	1,034,614

*Forms, general office supplies, mailing supplies, OCLC, photocopying, postage, printing, etc.

FOOTNOTES

[1]A Study of Organization and Governance of Alabama State Library Systems (Montgomery: Alabama Public Library Service, 1978). (ERIC Document Reproduction Service No. ED 163 930)

[2]Alexander Strasser, Bibliographic Access in Pennsylvania (Pittsburgh: Pittsburgh Regional Library Center, 1979). (ERIC Document Reproduction Service No. ED 171 279)

[3]Dianna Lynne Smith, "The Magnitude and Characteristics of Interlibrary Loan Involving Public, Academic, and Special Libraries in Tennessee" (Ph.D. dissertation, University of Illinois, 1976).

[4]Rolland E. Stevens and Dianna Lynne Smith, "Interlibrary Loan in Tennessee," Southeastern Librarian 27 (Fall 1977):175-80.

[5]Smith, "The Magnitude and Characteristics . . .," p. 7.

[6]A Study of Interlibrary Loan Transactions in the Texas Information Exchange (Austin: Texas Information Exchange, 1976). (ERIC Document Reproduction Service No. ED 156 190)

[7]Sally J. Drew, ed., Interlibrary Cooperation; a Wisconsin Plan. Report of the Task Force on Interlibrary Cooperation and Resource Sharing (Madison: Wisconsin Department of Public Instruction, Division of Library Services, 1976). (ERIC Document Reproduction Service No. ED 130 666)

[8]Don A. Dillman, Mail and Telephone Surveys (New York: Wiley, 1978). Dillman is highly recommended for those planning to implement surveys. The small booklet format outlined by Dillman was utilized because of the excessive length of our survey. The reduced size made the survey appear deceptively more brief and less bulky than it actually was!

[9]"ACRL Statistics Reported," College and Research Libraries News 41 (July/August, 1980):193.

[10]Stevens and Smith, "Interlibrary Loan in Tennessee," p. 176.

[11]Florida, Department of State, State Library of Florida, Interlibrary Loan Manual for the Florida Library Information Network, 1979 (Tallahassee, FL, 1979), p. 1.

VI. SUMMARY OF FINDINGS

The Florida Interlibrary Loan Improvement Project presents the first major statewide analysis of the Florida Library Information Network. This study identifies the strengths and weaknesses of the network.

The major strengths of the network are: access to the resources of other Florida libraries; presence of an organized network; availability of interlibrary loan tools such as Florida COMCAT, Florida Union List of Serials, and OCLC; access to the State Library of Florida's genealogy collection; and the efficient, pleasant, and cooperative interlibrary loan personnel at the State Library of Florida.

Several problems have been observed in the network. The most common complaint of librarians is slow and often inconsistent response time for materials requested through the Florida Library Information Network. Many of the librarians feel that the State Library of Florida is understaffed and therefore unable to keep up with the continually increasing number of requests. The reserve system currently utilized by many of the public library lenders was cited by numerous librarians as a bottleneck in the network. With the current reserves system, a request can (and often does) come to a complete halt until the library which is reserving a requested item is able to supply it.

A relatively low fill rate has also plagued the network over the recent years, although a higher fill rate was reported by all network participants than had been found in the FLIN resource libraries.

It is apparent from the results of the survey that the network participants are not fully utilizing the network in the centralized clearinghouse manner which is recommended by the Florida Library Information Network. More than half of the FLIN participants usually request materials directly from another library, rather than requesting them through FLIN, if they know that the library owns the materials.

Exceedingly low usage of the major Florida location and verification tools is evidenced by the FLIN libraries. Only 7% of the libraries utilize Florida COMCAT for interlibrary loan. It appears that the majority of the libraries automatically submit requests to FLIN without first verifying the availability of materials in Florida COMCAT. A third of the libraries are using the Florida Union List of Serials for interlibrary loans.

Lack of communication between the State Library of Florida and its network users is reported by network participants. Comments and questions from librarians around the state demonstrate that many librarians are unaware of the policies and procedures of the Florida Library Information Network. Librarians also requested regular statewide or regional meetings in order to remain informed about network policies and procedures.

VII. RECOMMENDATIONS

The following recommendations of the Florida Interlibrary Loan Improvement Project are arranged in order by priority.

A. FLIN Advisory Committee

The FLIN Advisory Committee will be appointed by the State Librarian. The Committee will include representatives from the four resource center libraries, as well as appropriate representatives from all other types of libraries. One half of the Committee will serve one-year terms initially; the other half will serve two-year terms initially. Thereafter, members will serve for rotating two-year terms.

1. FLIN Advisory Committee Task Force on Florida Library Information Network policy. Redefine scope and purpose of network. Examine present loan policy and formulate new policy.
2. Evaluate FLIN annually. Set interlibrary loan performance standards for resource libraries; written contracts with each resource library are suggested. Advise minimum interlibrary loan personnel requirements.

3. Serve in advisory capacity for FLIN interlibrary loan operations.
4. FLIN Advisory Committee Task Force on decentralization. Results of the project indicate that network decentralization is a viable option which should be considered for the future. It is suggested that the Task Force examine the possibility of decentralization after the trial use of the OCLC Subsystem has been completed and evaluated (see "B" below). It is suggested that the creation of area or regional union catalogs be considered in conjunction with decentralization in order to encourage local resource sharing.
5. FLIN Advisory Committee Task Force on toll-free telephone lines. Project results reveal a strong interest in a toll-free telephone line for placing interlibrary loan requests.
6. FLIN Advisory Committee Task Force on delivery systems. Results of the project indicate a need for further study in this area.
7. FLIN Advisory Committee Task Force on statistics reporting. Formulate recommendations regarding statistics record keeping and statistics reporting for FLIN libraries.

B. Trial Test of OCLC Interlibrary Loan Subsystem

The State Library of Florida will conduct a trial test of the OCLC Interlibrary Loan Subsystem for the referral of interlibrary loan requests in the Florida Library Information Network. The

State Library of Florida will analyze and evaluate the results of this trial test after its conclusion.

C. Public Relations Program

The Florida Library Information Network will establish and maintain regular lines of communication with its users.

1. The State Library of Florida will conduct an annual meeting of all FLIN resource center libraries.
2. The State Library of Florida will conduct regular regional meetings of all FLIN users. (May be conducted by resource center libraries in a decentralized network.)
3. Widely publicize the availability of Florida COMCAT. Encourage the use of Florida COMCAT as a location and verification tool.
4. Utilize the Orange Seed regularly as a vehicle for distributing information about statewide interlibrary loan and the Florida Library Information Network. Assure that a copy is sent to each interlibrary loan librarian in the network.

D. Communications Components

Phase out the TWX and teletype linkage with the FLIN resource libraries. Encourage utilization of the OCLC Interlibrary Loan Subsystem for sending and receiving requests. Encourage CLSI users (and others with compatible systems) to utilize this communication network for sending and receiving interlibrary loan requests.

E. Florida Union List of Serials

Regularly update and upgrade the Florida Union List of Serials.

F. Interlibrary Loan Photocopy Charges/ State University System Libraries

Administer the management of State University System photocopy charges through a centralized fiscal reporting agent.

VIII. CONCLUSION

The Florida Interlibrary Loan Improvement Project was designed to provide the first thorough analysis and evaluation of the Florida Library Information Network. The primary analytic activity of the project, and therefore the activity which yielded the most useful data, was the survey of the Florida Library Information Network participants. Responses to the survey provide a basic profile of Florida libraries in areas such as interlibrary loan staffing, cooperative endeavors, and delivery systems. The libraries were queried about levels of interlibrary loan activity, use of interlibrary loan tools, and satisfaction with the Florida Library Information Network. A separate budget survey was also conducted to obtain data on annual interlibrary loan expenditures.

The amount of staff time devoted to interlibrary loan activities is far greater in college and university libraries than in any other type of library. Participation in cooperative ventures such as regional interlibrary loan agreements, reciprocal direct borrowing for patrons, membership in consortia, and participation in a regional union list, is quite prevalent among Florida libraries. A wide range of delivery systems is being used by Florida libraries, including local courier service, the statewide courier service, and United Parcel Service. Predictably, college

or university libraries and public libraries have the greatest volume of interlibrary loan for both borrowing and lending. Use of the basic Florida interlibrary loan tools--Florida COMCAT and the Florida Union List of Serials--was found to be exceedingly low among the libraries. The first statewide survey of user satisfaction since the inception of the Florida Library Information Network indicates that a generally high level of performance has been achieved, but also that there are definitely some weaknesses which need careful attention.

Appendix A

INTERLIBRARY LOAN AND YOU SURVEY

INTERLIBRARY LOAN AND YOU:

THE FLORIDA INTERLIBRARY LOAN IMPROVEMENT PROJECT/FILIP

This survey is being conducted to examine the interlibrary loan patterns and problems among Florida libraries. Please answer all of the questions. If you wish to comment on any questions or to qualify your answers, please feel free to use the space in the margins.

Return this survey to:
University of Central Florida Library
Laurie S. Linsley, Project Director
Florida Interlibrary Loan Improvement Project/FILIP
P. O. Box 25000
Orlando, FL 32816

GLOSSARY

COM Catalog - Computer Output Microfilm Catalog. Card catalog on microfilm or microfiche.

Consortium - any association or union of libraries brought together by a need to share resources.

FLIN - Florida Library Information Network. A statewide cooperative system for interlibrary loan. The State Library of Florida is the clearinghouse for the network. (In this survey, FLIN is referred to as the State Library network.)

FULS - Florida Union List of Serials. Title list of serial publications and which libraries in Florida own them.

Florida COMCAT - Florida Computer Output Microfilm Catalog. Microfiche catalog which contains many of the card catalog holdings of major Florida libraries.

Holdings - a list of books or periodicals and who owns them.

ILL - Interlibrary loan. A cooperative library-to-library arrangement for the loan and/or duplication of library materials.

OCLC - OCLC, Inc. (Formerly the Ohio College Library Center). A bibliographic network which provides many computerized services for libraries. A number of Florida libraries are sending and receiving interlibrary loan requests through the OCLC Interlibrary Loan Subsystem.

Reciprocal borrowing - an agreement among libraries permitting the patrons of each library to borrow directly from the other participating library, without using interlibrary loan.

Resource Libraries - the 14 FLIN member libraries. Four public libraries: JPL, MPL, OPL, TPL; and the ten academic libraries: FAMU, FAU, FIU, FSU, UCF, UF, UNF, USF, UWF, U Miami.

Union list - a complete record of the holdings for a given group of libraries of material of a given type, in a certain field, or on a particular subject.

Regional catalog - a list of the books owned by libraries in a local geographical area.

DIRECTIONS: Instructions for each question are found in parentheses following the question. Please read the entire survey before answering any questions.

In completing this survey, you may find that a number of questions cannot be accurately answered because your library does not maintain such statistics. In these cases, if you feel that an adequate estimate can be given, please provide us with that estimate. If you are unable to provide either the data or an estimate, please indicate "no data available" or "unable to supply" in the space provided for a response.

1. In which type of library do you work? (Circle one)
   1. COLLEGE OR UNIVERSITY
   2. COMMUNITY OR JUNIOR COLLEGE
   3. CORPORATE
   4. GOVERNMENT OR OTHER NON-PROFIT
   5. MILITARY BASE
   6. PUBLIC LIBRARY
   7. SCHOOL (K-12)
   8. STATE INSTITUTION (CORRECTIONAL OR STATE HOSPITAL)
   9. VOCATIONAL TECHNICAL
   10. OTHER (explain)_____

2. What is the size of your book collection, excluding periodicals? (Circle One)
   1. LESS THAN 20,000 VOLS.
   2. 20,000 - 49,999 VOLS.
   3. 50,000 - 99,999 VOLS.
   4. 100,000 - 199,999 VOLS.
   5. 200,000 - 499,999 VOLS.
   6. 500,000 VOLS. AND OVER

Questions 3-44 relate to your general interlibrary loan experiences with other libraries. The Florida Library Information Network (FLIN) will be referred to as the State Library network.

3. About how many hours do librarians work on interlibrary loan each week? (State the number of hours in the space provided)

_____HOURS

4. About how many hours do paraprofessionals work on interlibrary loan each week? (State the number of hours in the space provided)

_____HOURS

5. About how many hours do clerks work on interlibrary loan each week? (State the number of hours in the space provided)

_____ HOURS

-2-

6. About how many hours do student assistants, pages, or other assistants work on interlibrary loan each week?
(State the number of hours in the space provided)

_____HOURS

7. Do you have any formal or informal cooperative effort(s) for borrowing and/or lending with nearby libraries? (Check as many as apply)

NONE	1___
CONSORTIUM	2___
REGIONAL INTERLIBRARY LOAN AGREEMENT	3___
RECIPROCAL DIRECT BORROWING FOR PATRONS (NOT INTERLIBRARY LOAN)	4___
REGIONAL CATALOG OR UNION LIST	5___
OTHER (explain)_____	6___

8. Would you be willing to provide information on your holdings for inclusion in a regional union list and/or COM catalog? (Circle one)

1. YES
2. NO

9. Which delivery system(s) do you use for interlibrary loan? (Check as many as apply)

U.S. POSTAL SERVICE	1___
STATEWIDE COURIER SERVICE (PUROLATOR)	2___
LOCAL COURIER SERVICE	3___
UNITED PARCEL SERVICE	4___
OTHER COMMERCIAL DELIVERY	5___
OTHER (explain)_____	6___

10. What is your library's administrative priority for participating in interlibrary loan? (Circle one)

1. EQUAL TO OTHER SERVICES
2. AS TIME PERMITS
3. AS STAFFING PERMITS
4. AS TIME AND STAFFING PERMIT
5. REQUESTS FOR OUR OWN PATRONS FIRST PRIORITY; SUPPLYING RESPONSIBILITIES HAVE LESS PRIORITY
6. LAST PRIORITY
7. OTHER (explain)_____

Questions 11-31 relate to your activities as a borrowing library.

11. What is considered to be the normal reporting year for your library? (Circle one; Also, fill in the blanks if you select #3)

1. CALENDAR YEAR (JANUARY-DECEMBER)
2. FISCAL YEAR (JULY-JUNE)
3. OTHER FISCAL YEAR
   BEGINNING(month)_____and
   ENDING(month)_____.

12. How many photocopied articles did you request from other libraries during your most recent reporting year? (Fill in the blank)

_____

13. How many photocopied articles did you actually receive from other libraries during your most recent reporting year? (ie., number of requests filled) (Fill in the blank)

_____

14. How many books did you request from other libraries during your most recent reporting year? (Fill in the blank)

_____

15. How many books did you actually receive from other libraries during your most recent reporting year? (ie., number of requests filled) (Fill in the blank)

_____

16. From what type of library do you receive the majority of the items, both books and photocopies, which you request (whether directly or referred through the State Library network)? (Circle one)

1. COLLEGE OR UNIVERSITY
2. COMMUNITY OR JUNIOR COLLEGE
3. CORPORATE
4. GOVERNMENT OR OTHER NON-PROFIT
5. MILITARY BASE
6. PUBLIC LIBRARY
7. SCHOOL (K-12)
8. STATE INSTITUTION (CORRECTIONAL OR STATE HOSPITAL)
9. VOCATIONAL TECHNICAL
10. OTHER
    (explain)_____

IF YOU ARE A RESOURCE LIBRARY, SKIP TO QUESTION 19 (SEE GLOSSARY FOR DEFINITION OF RESOURCE LIBRARY)

17. During your most recent reporting year, how many library loan requests did you send directly to other libraries, rather than requesting them through the State Library network? (Fill in the blank)

_____

18. How many of these requests were filled? (Fill in the blank)

_____

19. Are you presently sending requests through the OCLC Interlibrary Loan Subsystem? (Circle one)

1. YES
2. NO
3. DO NOT HAVE OCLC

20. Do you charge your patron for a book you receive at no charge on loan from another library? (Circle one)

1. YES
   (state amount)_____
2. NO

21. What is your estimated average waiting period for a book which you request directly from another library, rather than requesting it through the State Library network? (Circle one)

1. 2 WEEKS OR LESS
2. 3 - 4 WEEKS
3. 5 - 8 WEEKS
4. 9 - 12 WEEKS
5. LONGER THAN 12 WEEKS
6. DO NOT REQUEST DIRECTLY

22. Do you pass charges on to your patron which are assessed by a lending library for a photocopied article? (Circle one)

1. YES
2. NO

23. What is your estimated average waiting period for a photocopied article which you request directly from another library, rather than requesting it through the State Library network? (Circle one)

1. 2 WEEKS OR LESS
2. 3 - 4 WEEKS
3. 5 - 8 WEEKS
4. 9 - 12 WEEKS
5. LONGER THAN 12 WEEKS
6. DO NOT REQUEST DIRECTLY

24. Do you use Florida COMCAT for interlibrary loans? (Circle one)

1. YES
2. NO
3. DO NOT OWN FLORIDA COMCAT

25. Do you use either edition of the Florida Union List of Serials (FULS) for interlibrary loans? (Circle one)

1. YES
2. NO
3. DO NOT OWN FULS

26. Does your library have on-line search services such as DIALOG and/or SDC? (Circle one)

1. YES
2. NO

27. Do you use these on-line search services for verification of interlibrary loan requests? (Circle one)

1. YES
2. NO
3. DO NOT HAVE THESE SERVICES

28. If you have determined the location of an item (book or periodical article) in a nearby library, do you generally request it directly, rather than requesting it through the State Library network? (Circle one)

1. YES
2. NO

29. In your opinion, what is a reasonable length of time to wait for material requested through interlibrary loan? (Circle one)

1. 2 WEEKS OR LESS
2. 3 - 4 WEEKS
3. 5 - 8 WEEKS
4. 9 - 12 WEEKS
5. LONGER THAN 12 WEEKS
6. OTHER (explain)_____

30. In your opinion, what usually causes delay of materials you have requested on interlibrary loan? (Check as many as apply)

U.S. POSTAL SERVICE 1___
SUPPLYING LIBRARY 2___
OTHER (explain) 3___
_____
_____

31. If you have determined the location of an item (book or periodical article) in any library, do you generally request it directly, rather than requesting it through the State Library network? (Circle one)

1. YES
2. NO

Questions 32-44 relate to your activities as a lending library.

32. How many book requests did you receive during your most recent reporting year? (Fill in the blank)

_____

IF YOUR ANSWER IS ZERO SKIP TO QUESTION 38

33. How many books did you actually lend during your most recent reporting year? (ie., number of requests filled) (Fill in the blank)

_____

34. Are you presently filling requests received throught the OCLC Interlibrary loan Subsystem? (Circle one)

1. YES
2. NO
3. DO NOT HAVE OCLC

35. What do you charge to lend a book on interlibrary loan? (Check as many as apply)

NO CHARGE 1___
POSTAGE 2___
HANDLING CHARGE OR SERVICE FEE (state amount)_____ 3___

36. How long does it usually take you to fill a request for a book? (Circle one; include day request received and day request filled)

1. 1 - 2 WORKING DAYS
2. 3 - 5 WORKING DAYS
3. 6 - 10 WORKING DAYS
4. 11 - 15 WORKING DAYS
5. 16 DAYS OR MORE

37. How long does it usually take you to answer "no" to an unfilled book request? (Circle one; include day request received and day response sent)

1. 1 - 2 WORKING DAYS
2. 3 - 5 WORKING DAYS
3. 6 - 10 WORKING DAYS
4. 11 - 15 WORKING DAYS
5. 16 DAYS OR MORE

38. How many photocopied article requests did you receive during your most recent reporting year? (Fill in the blank)

_____

IF YOUR ANSWER IS ZERO SKIP TO 44a

-6-

39. How many photocopied articles did you actually send during your most recent reporting year? (ie., number of requests filled) (Fill in the blank)

_____

40. Do you charge a minimum fee for a photocopied article you supply on interlibrary loan? (Check up to 2 items. Also, fill in the blank if you select #7)

NO MINIMUM CHARGE	1___
1¢-99¢	2___
$1	3___
$1.01-$1.99	4___
$2-$3.99	5___
$4 OR MORE	6___
FREE UP TO ___PAGES	7___

41. What do you charge per page for a photocopied article you supply on interlibrary loan? (Check up to 2 items. Also, fill in the blank if you select #7)

NO CHARGE	1___
1¢ - 9¢	2___
10¢	3___
11¢ - 14¢	4___
15¢	5___
16¢ OR MORE	6___
FREE UP TO ___PAGES	7___

42. Do you charge a service fee or handling charge for a photocopied article you supply on interlibrary loan? (Circle one)

1. YES
2. NO

43. How long does it usually take you to fill a request for a photocopied article? (Circle one; include day request received and day request filled)

1. 1 - 2 WORKING DAYS
2. 3 - 5 WORKING DAYS
3. 6 - 10 WORKING DAYS
4. 11 - 15 WORKING DAYS
5. 16 DAYS OR MORE

44. How long does it take you to answer "no" to an unfilled photocopied article request? (Circle one; include day request received and day request filled)

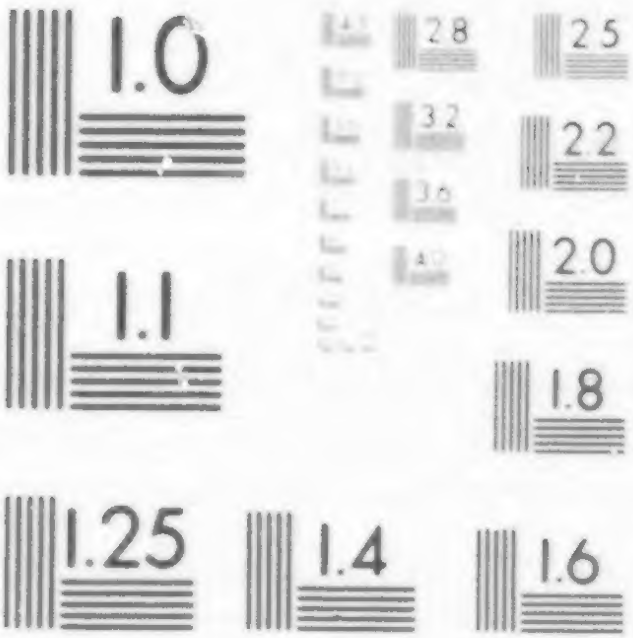
1. 1 - 2 WORKING DAYS
2. 3 - 5 WORKING DAYS
3. 6 - 10 WORKING DAYS
4. 11 - 15 WORKING DAYS
5. 16 DAYS OR MORE

44a. Questions 45-52 relate specifically to your experiences using the Florida Library Information Network (FLIN). FLIN is referred to as the State Library network in these questions.

IF YOU ARE A RESOURCE LIBRARY, SKIP TO QUESTION 47 (SEE GLOSSARY FOR DEFINITION OF RESOURCE LIBRARY)

45. During your most recent reporting year, how many interlibrary loan requests did you send through the State Library network? (Fill in the blank)

_____



MICROCOPY RESOLUTION TEST CHART
NATIONAL BUREAU OF STANDARDS
STANDARD REFERENCE MATERIAL 1010a
(ANSI and ISO TEST CHART No. 2)

46. How many of these requests were filled? (Fill in the blank)

_____

47. The State Library mails a status report to you for each title or photocopy request which is not filled immediately. What is your estimated average waiting period for this status report? (Circle one)

1. 2 WEEKS OR LESS
2. 3 - 4 WEEKS
3. 5 - 8 WEEKS
4. 9 - 12 WEEKS
5. LONGER THAN 12 WEEKS
6. DO NOT USE THIS SERVICE

48. Are you satisfied with materials received in answer to subject requests sent to the State Library network? (Circle one)

1. ALMOST ALWAYS
2. USUALLY
3. SOMETIMES
4. RARELY
5. ALMOST NEVER
6. DO NOT USE THIS SERVICE

49. How would you rate the overall performance of the State Library network? (Circle one)

1. EXCELLENT
2. GOOD
3. ADEQUATE
4. FAIR
5. POOR
6. DO NOT USE THIS SERVICE

50. What are the weaknesses of the State Library network?

51. What are the strengths of the State Library network?

(Please turn the page)

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52. What suggestions can you make for improvement of the State Library network?

53. What suggestions can you make for cost savings in interlibrary loan? (Some examples are: mailing reports with the item rather than in a separate envelope, less expensive packaging, 2-sided photocopying to save postage.)

This space is reserved for any additional comments you would like to make which have not been covered in the survey.

Your contribution to this effort is greatly appreciated.

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Appendix B.

INTERLIBRARY LOAN AND YOU; RAW SCORES

Library Type

	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(Total Cases)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Q1. In which type of library do you work?	44	38	12	43	6	110	40	32	47	372
Q2. What is the size of your book collection, excluding periodicals? (n=370)										
Less than 20,000	5	6	10	37	1	35	29	30	41	194
20,000-49,999	7	17	2	6	5	35	10	0	4	86
50,000-99,999	7	11	0	0	0	23	1	1	0	43
100,000-199,999	12	4	0	0	0	9	0	0	1	26
200,000-499,999	6	0	0	0	0	3	0	0	1	12
500,000 +	4	0	0	0	0	5	0	0	0	9
Q3. About how many hours do librarians work on interlibrary loan each week? (n=315)										
Mean # of hrs/wk	9.2	2.2	3.3	3.5	.4	4.7	1.1	2.6	6.4	
Q4. About how many hours do paraprofessionals work on interlibrary loan each week? (n=275)										
Mean # of hrs/wk	18.7	1.4	6.0	3.3	1.6	5.0	.0	2.1	1.4	
Q5. About how many hours do clerks work on interlibrary loan each week? (n=279)										
Mean # of hrs/wk	10.6	1.4	.0	1.9	.3	4.9	.2	4.4	4.6	
Q6. About how many hours do student assistants, pages, or other assistants work on interlibrary loan each week? (n=272)										
Mean # of hrs/wk	13.5	.6	.0	.0	.0	.9	.0	2.2	.3	
Q7. Do you have any formal or informal cooperative effort(s) for borrowing and/or lending with nearby libraries?										
A. None	11	11	3	5	1	65	18	19	10	143
B. Consortium	10	10	0	7	0	3	2	0	17	49
C. Regional ILL Agreement	16	7	4	9	1	16	8	4	16	31
D. Reciprocal direct borrowing	9	6	2	18	1	14	9	1	6	69
E. Regional Cat.or other union list	12	3	6	7	0	9	1	1	8	47
F. Other	6	6	0	9	1	13	5	5	6	56
Q8. Would you be willing to provide information on your holdings for inclusion in a regional union list and/or COM catalog? (n=318)										
Yes	32	28	9	30	3	69	22	19	29	241
No	7	4	3	8	1	25	14	5	10	77
Q9. Which delivery system(s) do you use for interlibrary loan?										
A. U.S. Postal Serv.	41	35	12	37	5	102	27	28	34	321
B. Statewide Courier Service	10	1	0	4	0	1	0	1	0	17
C. Local Courier Service	9	5	0	7	1	12	7	1	11	53
D. United Parcel Service	6	5	1	5	0	15	0	1	5	38
E. Other commercial delivery	0	1	1	0	1	2	0	0	0	5
F. Other	3	5	0	3	1	6	3	0	7	28
Q10. What is your library's administrative priority for participating in interlibrary loan? (n=321)										
A. Equal to other services	27	24	8	24	3	66	11	14	14	191
B. As time permits	1	3	1	4	1	2	4	1	1	18
C. As staffing permits	2	0	0	0	0	1	0	0	0	3
D. As time and staffing permit	4	2	1	4	0	11	2	7	6	37
E. Reqs for our own patrons 1st priority, supplying responsibilities have less priority	7	4	2	3	1	16	7	5	9	54
F. Last priority	1	0	0	2	0	1	2	1	3	10
G. Other	1	0	0	1	0	2	0	0	3	8

Library Type

	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Q11. What is considered to be the normal reporting year for your library? (n=327)										
A. Calendar year (Jan-Dec)	2	3	8	6	0	8	1	2	14	44
B. Fiscal year (July-June)	31	32	2	13	1	3	20	26	8	136
C. Other fiscal year	8	2	1	15	5	90	12	0	14	147
Q12. How many photocopied articles did you request from other libraries during your most recent reporting year? (n=291)										
Mean # of articles reqd	434	50	147	215	7	13	5	8	134	
Q13. How many photocopied articles did you actually receive from other libraries during your most recent reporting year? (n=294)										
Mean # of articles borrowed	409	45	223	185	3	14	4	6	131	
Q14. How many books did you request from other libraries during your most recent reporting year? (n=308)										
Mean # of bks reqd.	401	55	21	47	23	454	28	217	172	
Q15. How many books did you actually receive from other libraries during your most recent reporting year? (n=303)										
Mean # of bks borrowed	332	48	19	40	49	378	24	131	225	
Q16. From what type of library do you receive the majority of the items, both books and photocopies, which you request (whether directly or referred through the State Library network)? (n=325)										
A. COLL/UNIV	40	29	8	16	1	17	13	2	16	142
B. COMM/JR COLL	0	2	0	0	0	1	0	0	0	3
C. CORP	0	0	2	0	0	0	0	0	0	2
D. GOVT	0	3	1	15	1	8	2	4	1	35
E. MIL	0	0	0	0	1	0	0	0	0	1
F. PUBLIC	0	1	0	1	1	55	10	14	3	85
G. SCHOOL	0	0	0	0	0	0	4	0	0	4
H. STATE INST	0	0	0	0	0	0	0	1	0	1
I. OTHER	0	3	1	5	0	20	1	7	15	52
Q17. During your most recent reporting year, how many library loan requests did you send directly to other libraries, rather than requesting them through the State Library network? (n=258)										
Mean # of reqs sent	309	83	231	251	22	138	10	27	430	
Q18. How many of these requests were filled? (n=229)										
Mean # of reqs filled	370	41	237	226	18	73	17	26	463	
Q19. Are you presently sending requests through the OCLC Interlibrary Loan Subsystem? (n=341)										
A. YES	14	4	1	2	0	2	0	0	2	25
B. NO	11	7	0	2	1	9	0	1	5	36
C. Do not have OCLC	18	27	10	34	4	93	35	28	31	280
Q20. Do you charge your patron for a book you receive at no charge on loan from another library? (n=334)										
A. YES	3	0	0	0	0	29	0	0	0	32
B. NO	40	38	11	39	5	75	30	30	34	302

Library Type

	COLL/ UNIV	COMM JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Q21. What is your estimated average waiting period for a book which you request directly from another library, rather than requesting it through the State Library network? (n=330)										
A. 2 wks or less	18	22	7	18	5	28	12	7	20	137
B. 3-4 wks	19	11	4	14	1	22	4	3	6	84
C. 5-8 wks	1	0	1	2	0	4	0	2	1	11
D. 9-12 wks	0	0	0	0	0	0	0	0	0	0
E. Longer than 12 wks	0	0	0	0	0	0	0	0	0	0
F. Do not request directly	5	5	0	2	0	49	15	17	5	98
Q22. Do you pass charges on to your patron which are assessed by a lending library for a photocopied article? (n=323)										
A. YES	28	27	4	12	1	76	18	9	14	189
B. NO	13	10	7	27	4	26	11	18	18	134
Q23. What is your estimated average waiting period for a photocopied article which you request directly from another library, rather than requesting it through the State Library network? (n=314)										
A. 2 wks or less	20	20	6	27	1	18	9	5	29	135
B. 3-4 wks	16	11	6	7	1	8	3	1	1	54
C. 5-8 wks	2	0	0	0	0	4	0	0	0	6
D. 9-12 wks	0	0	0	0	0	3	0	0	0	3
E. Longer than 12 wks	0	0	0	0	0	0	0	0	0	0
F. Do not request directly	3	7	0	3	1	54	15	20	3	116
Q24. Do you use Florida COMCAT for interlibrary loans? (n=346)										
A. YES	10	2	1	0	0	9	0	0	1	23
B. NO	15	15	3	7	1	26	10	6	12	95
C. Do not own Florida COMCAT	18	20	8	32	5	71	26	24	24	228
Q25. Do you use either edition of the Florida Union List of Serials (FULS) for interlibrary loan? (n=347)										
A. YES	34	25	8	17	2	13	0	0	14	113
B. NO	4	7	2	6	2	37	11	10	8	87
C. Do not own FULS	5	4	2	16	2	57	25	21	15	147
Q26. Does your library have on-line search services such as DIALOG and/or SDC? (n=349)										
A. YES	23	0	6	6	1	2	0	0	8	46
B. NO	18	37	6	33	5	107	36	31	30	303
Q27. Do you use these on-line search services for verification of interlibrary loan requests? (n=342)										
A. YES	8	0	5	4	0	2	0	0	6	25
B. NO	15	2	1	2	1	2	1	4	2	30
C. Do not have these services	18	35	6	31	5	102	35	27	28	287
Q28. If you have determined the location of an item (book or periodical article) in a nearby library, do you generally request it directly, rather than requesting it through the State Library network? (n=335)										
A. YES	39	29	12	31	4	39	18	12	32	216
B. NO	4	8	0	6	1	63	14	19	4	119
Q29. In your opinion, what is a reasonable length of time to wait for material requested through interlibrary loan? (n=338)										
A. 2 wks or less	24	25	8	19	4	38	18	11	29	176
B. 3-4 wks	18	12	4	16	2	56	12	16	5	141
C. 5-8 wks	1	1	0	2	0	6	3	4	1	18
D. 9-12 wks	0	0	0	0	0	1	0	0	0	1
E. Longer than 12 wks	0	0	0	0	0	0	0	0	0	0
F. Other	0	0	0	0	0	2	0	0	0	2

Library Type

	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Q30. In your opinion, what usually causes delay of materials you have requested on interlibrary loan?										
A. U.S. Postal service	28	13	7	18	2	26	7	8	20	129
B. Supplying library	31	30	7	21	3	66	17	14	17	206
C. Other	6	4	0	8	2	30	7	5	6	68
Q31. If you have determined the location of an item (book or periodical article) in any library, do you generally request it directly, rather than requesting it through the State Library network? (n=333)										
A. YES	39	28	12	29	4	25	14	7	27	185
B. NO	3	10	0	10	0	76	19	24	0	148
Q32. How many book requests did you receive during your most recent reporting year? (n=289)										
Mean # of bk reqs. recd.	791	25	1	58	6	620	13	0	96	
Q33. How many books did you actually lend during your most recent reporting year? (n=146)										
Mean # of bks lent	639	33	3	112	11	1136	9	0	203	
Q34. Are you presently filling requests received through the OCLC Interlibrary loan Subsystem? (n=180)										
A. YES	16	4	1	3	0	4	0	0	1	29
B. NO	5	9	0	1	0	4	0	0	3	23
C. Do not have OCLC	10	12	3	28	3	35	14	6	17	128
Q35. What do you charge to lend a book on interlibrary loan?										
A. No charge	32	23	4	27	3	30	10	5	19	153
B. Postage	1	3	0	3	0	8	2	0	0	17
C. Handling charge or service fee	0	0	0	0	0	1	0	0	2	3
Q36. How long does it usually take you to fill a request for a book? (n=160)										
A. 1-2 working days	23	17	2	22	2	20	10	1	14	111
B. 3-5 working days	9	5	2	7	1	8	0	1	4	37
C. 6-10 working days	0	1	0	1	0	3	0	0	2	7
D. 11-15 working days	0	1	0	0	0	2	1	0	0	4
E. 16 days or more	0	0	0	0	0	1	0	0	0	1
Q37. How long does it usually take you to answer "no" to an unfilled book request? (n=156)										
A. 1-2 working days	24	18	3	24	2	18	9	1	14	113
B. 3-5 working days	7	4	1	6	1	9	1	1	4	34
C. 6-10 working days	0	0	0	0	0	1	0	0	1	2
D. 11-15 working days	0	0	0	0	0	2	1	0	0	3
E. 16 days or more	0	1	0	0	0	2	0	0	1	4
Q38. How many photocopied article requests did you receive during your most recent reporting year? (n=288)										
Mean # of article requests recd.	861	17	6	90	2	6	4	1	85	
Q39. How many photocopied articles did you actually send during your most recent reporting year? (n=168)										
Mean # of articles lent	637	8	7	101	2	20	7	5	87	
Q40. Do you charge a minimum fee for a photocopied article you supply on interlibrary loan?										
A. No min. charge	10	12	8	22	3	16	4	3	16	92
B. 1 -99¢	3	5	0	4	0	6	3	0	4	25
C. $1	15	7	0	0	0	3	0	0	0	25
D. $1.01-1.99	2	1	0	0	0	0	0	0	0	3
E. $2-3.99	1	0	0	1	0	0	0	0	3	5
F. $4 or more	6	0	0	0	0	1	0	0	0	6
G. Free up to __ pages	0	3	4	6	1	6	1	1	2	24

Library Type

	COLL/ UNIV	COMM/JR COLL	CORP	GOVT	MIL	PUBLIC	SCHOOL	STATE INST	OTHER	TOTAL
(TOTAL CASES)	(44)	(38)	(12)	(43)	(6)	(110)	(40)	(32)	(47)	(372)
Q41. What do you charge per page for a photocopied article you supply on interlibrary loan?										
A. No charge	4	8	6	21	2	12	3	4	16	76
B. 1¢-9¢	3	3	0	2	0	1	2	0	0	11
C. 10¢	26	14	0	1	1	10	2	0	4	58
D. 11¢-14¢	0	0	0	0	0	0	0	0	0	0
E. 15¢	2	2	0	4	0	4	0	0	3	15
F. 16¢ or more	2	1	0	2	0	0	0	0	2	7
G. Free up to __ pages	1	1	3	2	1	5	0	0	0	13
Q42. Do you charge a service fee or handling charge for a photocopied article you supply on interlibrary loan? (n=176)										
A. YES	8	4	0	5	0	3	0	0	5	25
B. NO	29	22	9	23	4	25	9	6	23	151
Q43. How long does it usually take you to fill a request for a photocopied article? (n=164)										
A. 1-2 working days	23	20	6	20	3	11	4	2	17	106
B. 3-5 working days	13	5	3	9	0	8	2	1	5	46
C. 6-10 working days	2	1	0	0	0	3	0	0	4	10
D. 11-15 working days	0	0	0	0	0	1	0	0	0	1
E. 16 days or more	0	0	0	0	0	1	0	0	0	1
Q44. How long does it take you to answer "no" to an unfilled photocopied article request? (n=173)										
A. 1-2 working days	28	23	9	26	3	13	6	3	17	128
B. 3-5 working days	8	3	1	5	1	9	1	1	8	37
C. 6-10 working days	1	0	0	0	0	1	0	0	2	4
D. 11-15 working days	0	0	0	0	0	1	0	0	0	1
E. 16 days or more	0	0	0	1	0	1	0	0	1	3
Q45. During your most recent reporting year, how many interlibrary loan requests did you send through the State Library network? (n=276)										
Mean # of reqs sent	13	34	8	87	73	399	27	235	10	
Q46. How many of these requests were filled? (n=238)										
Mean # of reqs filled	9	32	7	27	77	306	24	189	15	
Q47. The State Library mails a status report to you for each title or photocopy request which is not filled immediately. What is your estimated average waiting period for this status report? (n=284)										
A. 2 wks or less	7	5	1	12	0	27	10	9	4	75
B. 3-4 wks	3	16	1	6	2	45	11	11	3	98
C. 5-8 wks	4	3	0	2	0	15	1	3	2	30
D. 9-12 wks	0	2	1	1	0	3	0	0	0	7
E. Longer than 12 wks	1	2	1	1	0	2	0	0	0	7
F. Do not use this service	17	4	4	6	2	8	6	4	16	67
Q48. Are you satisfied with materials received in answer to subject requests sent to the State Library network? (n=305)										
A. Almost always	3	13	4	13	2	60	16	14	4	129
B. Usually	2	7	0	4	0	21	7	7	4	52
C. Sometimes	0	0	0	0	0	11	0	0	0	11
D. Rarely	0	1	0	1	0	1	0	0	0	3
E. Almost never	0	0	0	0	0	1	0	0	1	2
F. Do not use this service	29	14	5	14	3	11	7	7	18	108
Q49. How would you rate the overall performance of the State Library network? (n=310)										
A. Excellent	5	11	3	10	1	39	18	12	3	102
B. Good	8	9	2	15	2	47	6	11	6	106
C. Adequate	1	2	1	3	0	10	1	0	0	18
D. Fair	4	0	0	0	0	5	0	4	0	19
E. Poor	0		1	0	0	0	0	1	1	6
F. Do not use this service	17	5	2	5	2	4	6	1	17	59

Appendix C

INTERLIBRARY LOAN BUDGET SURVEY

This is part of a survey being conducted to examine the interlibrary loan patterns and problems among Florida libraries. Please answer all of the questions. If you wish to comment on any questions or qualify your answers, please feel free to use the space in the margins.

These questions relate to your interlibrary loan budget:

1. What is the average hourly rate of pay for your librarian(s) who work on interlibrary loan?

$ _____

2. What is the average hourly rate of pay for your paraprofessional(s) who work on interlibrary loan?

$ _____

3. What is the average hourly rate of pay for your clerk(s) who work on interlibrary loan?

$ _____

4. What is the average hourly rate of pay for your student assistants, pages, or other assistants who work on interlibrary loan?

$ _____

5. What is your annual budget for the following expenses related to interlibrary loan? (Fill in the blank)

6. postage $ _____
7. printing $ _____
   (postcards, in-house forms, etc.)
8. photocopying $ _____
9. forms $ _____
10. general office supplies $ _____
    (paper, typewriter ribbons, etc.)
11. mailing supplies $ _____
    (jiffy bags)
12. OCLC (please estimate) $ _____
    (ILL charges, terminals and printers)

Comments:

Your contribution to this effort is greatly appreciated.

Return this survey to: University of Central Florida Library
Laurie S. Linsley, Project Director
Florida Interlibrary Loan Improvement Project/ FILIP
P.O. Box 25000
Orlando, Florida 32816

SELECTED ANNOTATED BIBLIOGRAPHY

Battin, Patricia. "Research Libraries in the Network Environment: The Case for Cooperation." Journal of Academic Librarianship 6 (May 1980):68-73.

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Kent, Allen, and Galvin, Thomas J., eds. The Structure and Governance of Library Networks. New York: Marcel Dekker, 1979.

Proceedings of the 1978 Pittsburgh Conference on the Structure and Governance of Library Networks. Covers network anatomy and objectives, functions of existing networks, impact of technology, and alternatives for the future.

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Study of interlibrary loan patterns of 37 Ohio libraries who have been using OCLC as an on-line union catalog. Collections of small libraries whose contents were previously little known contain materials of use to patrons of other libraries. Percentage increase in interlibrary lending by the largest libraries is far less than the increases in smaller libraries.

Markuson, Barbara Evans. "Cooperation and Library Network Development." College and Research Libraries 40 (March 1979): 125-35.

Because of their early successes, networks have given rise to increased expectations for solutions to many critical library problems and to the equally rapid development of a national library network.

Martin, Susan K. Library Networks, 1978-79. White Plains, NY: Knowledge Industry Publications, 1978.

Describes the current status of library networks and attempts to identify some of the unresolved issues in network development and implementation. Includes a directory of networks and members.

Murphy, Marcy. Networking Practices and Priorities of Special and Academic Librarians: A Comparison. University of Illinois Occasional Papers, no. 126. Urbana: University of Illinois, Graduate School of Library Science, December 1976.

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